Copyright © 2008, inSORS Integrated Communications

Windows IG
User Manual

© inSORS Integrated Communications, 2008
U.S. Patents Pending

Copyright © 2008, inSORS Integrated Communications

Copyright © 2008, inSORS Integrated Communications

Table of Contents

About IOCOM Help 5
IOCOM Video Training 6
About IOCOM visimeet 7
Introduction to IOCOM visimeet 7
IOCOM Technical Support 8
System Requirements 9
Installation 10
Installing the IOCOM visimeet Client 10
The IOCOM visimeet Client Installer 11
Licensing the visimeet client 12
IOCOM visimeet Configuration 13
Connection 13
Video 16
Audio 18
Meeting 20
Pix 22
Cam 24
License 25
Audio and Video Hardware 27
About Hardware 27
Audio Equipment 28
Video Equipment 30
The visimeet client 32
visimeet Client Overview 32
Contacts 34
Joining a Meeting 37
Scheduling Meetings 39
Create Scheduled Meetings 39
Instant Meetings 43
Send a Meeting Invitation 43
Receive a Meeting Invitation 45
Away Status 46
Recent Callers 48
Ending your meeting 49
Meeting Controls 50
Meeting Controls Overview 50
Visimeet Quick Reference 51
Video Options 52
Managing Video Streams 52
Video Windows 54
Video Layout 56
Desktop Capture 57
Camera Control 59
Video Statistics 62
Priority Video 63
Audio Controls 64
Sharing other information 65
Dialer 65
File 67

Copyright © 2008, inSORS Integrated Communications

Whiteboard 68
Chat 70
Recorder 72
Pix **74**
Pix Overview 74
Sending your screen 75
Sending a specific window 76
PowerPoint with Pix **77**
Sending a PowerPoint presentation 77
Changing the display your PowerPoint Show appears on 78
URL Share 79
Moderator 80
Tips and Troubleshooting **83**
Testing 83
Tips for Low Bandwidth Users 84
Audio troubleshooting **85**
Audio Troubleshooting Overview 85
Sound Reception 86
Sound Transmission 87
Echo 88
Sound Quality 89
Video troubleshooting **90**
Video Troubleshooting Overview 90
Not receiving video 91
Local video not being sent 92
Some video display devices aren't working 93
Some of my camera streams are showing up as blue / black / scrambled. 94
Display goes blank during conference 95
Camera controls aren't working 96
The camera I select in IGCam moves a different image 97
Other troubleshooting **98**
I am not receiving updates to an IGPix presentation 98

About IOCOM Help

Thank you for choosing IOCOM for your visual collaboration needs. This help file will provide you with detailed information regarding the IOCOM **visimeet** client software installation and tips for using the **visimeet** system effectively in your conferences. If you have questions, comments, or suggestions regarding this help file, please email them to support@iocom.com.

You may view the IOCOM License Agreement via the following URL:

http://www.insors.com/swlicense/

Copyright © 2009, inSORS Integrated Communications
All Rights Reserved
U.S. Patents Pending

Copyright © 2008, inSORS Integrated Communications

IOCOM Video Training

IOCOM has a wide range of training videos available to our customers to assist in getting started with the IOCOM software.

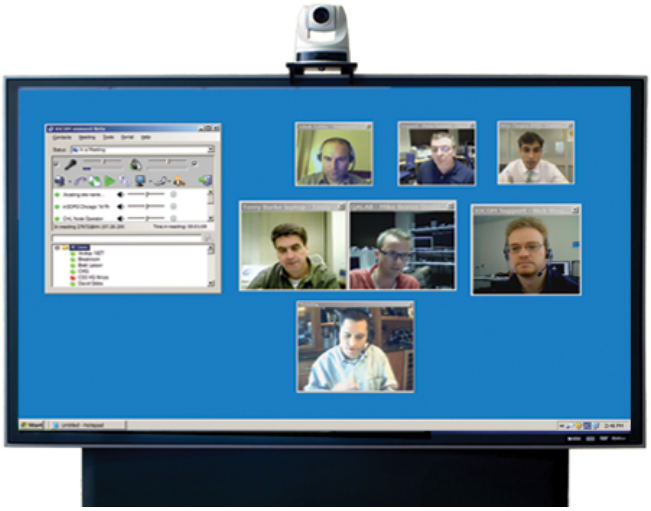
Copyright © 2008, inSORS Integrated Communications

About IOCOM visimeet

Introduction to IOCOM visimeet

IOCOM visimeet is a multi-point collaboration platform delivering a rich visual communication environment complemented by a full-featured and compact user interface. The platform is highly scalable and can range from a desktop/laptop system with a USB camera and headset to a full room system with multiple cameras and professional grade audio and video components.

Personal visimeet system



Executive visimeet station

This help file assumes that your visimeet client software is installed and has been successfully tested. If you are experiencing problems with your installation or need more information on supported cameras and video capture cards, please contact IOCOM technical support.

IOCOM Technical Support

Telephone: (312) 786-9169, option 3
Email: support@iocom.com

Support is available from 8:00 am to 6:00 pm Central Standard Time, Monday through Friday except certain holidays. If support is required outside of normal business hours, please make arrangements with your IOCOM representative.

For additional documentation and support, please visit the IOCOM Support Center:

http://www.iocom.com/support

...where you will find information for installing, using, and troubleshooting IOCOM software.

Copyright © 2008, inSORS Integrated Communications

System Requirements

- Windows XP or Vista
- Minimum 2.4 GHz Pentium 4/1.6 GHz Pentium-M/1.6 GHz Core 2 Duo Processor
- 512 MB RAM
- Headset with boom microphone (or conference phone with echo cancellation)
- USB WebCam or other video capture device
- High-bandwidth network connection

For updated listings of other recommended equipment including audio-visual components, please visit the IOCOM Support Center .

Copyright © 2008, inSORS Integrated Communications

Installation

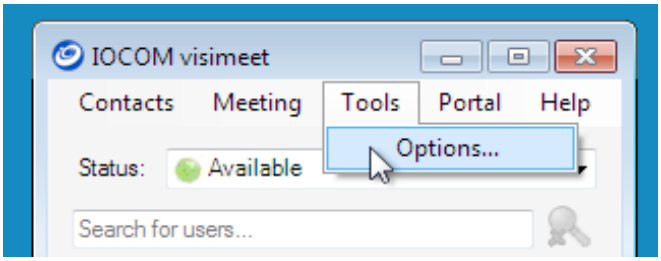
Installing the IOCOM visimeet Client

Execute the following steps to install and configure your system for using IOCOM visimeet:

- Sign up for the IOCOM visimeet service at http://www.iocom.com. If your organization is rolling out a Premised-based visimeet Network, you may need to speak to your organization's IT department to obtain the software download.

- The software download link will be sent to the email address you used to register. Download and run the IOCOM visimeet software installer program and provide information as requested.

- Configure your system using the visimeet configuration wizard. The visimeet configuration panel is automatically launched during the installation process and may be accessed later under visimeet's Tools menu.

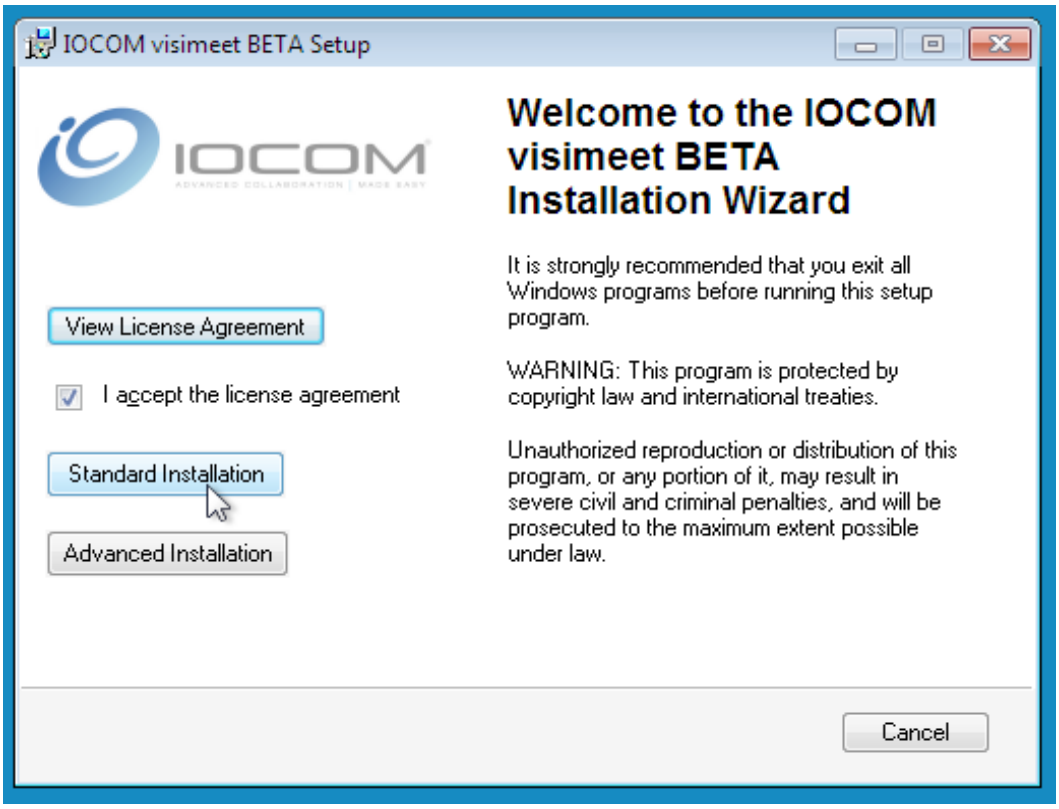


The IOCOM visimeet Client Installer

The visimeet Client Installer will copy the IOCOM software to your system. You must hav e administrator privileges on your system to complete the installation process. A download link for the v isimeet client installer will be sent to the email address you used to register for the v isimeet service. You may obtain the latest released version of the visimeet Client software v ia the following URL:

http://www.iocom.com/software/windows

You will need your IOCOM username and password to access this web site. After downloading and running the IOCOM visimeet installer, a wizard screen similar to the following should appear:

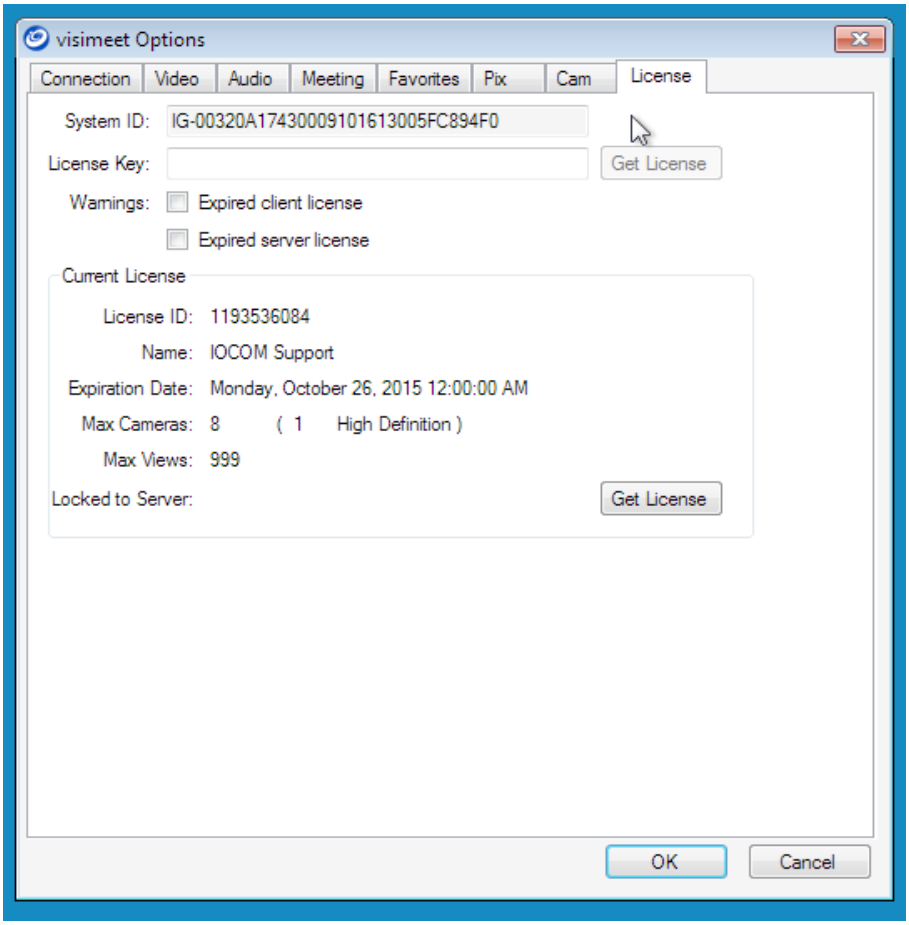

IOCOM visimeet BETA Setup
IOCOM
Welcome to the IOCOM visimeet BETA Installation Wizard
It is strongly recommended that you exit all Windows programs before running this setup program.
WARNING: This program is protected by copyright law and international treaties.
Unauthorized reproduction or distribution of this program, or any portion of it, may result in severe civil and criminal penalties, and will be prosecuted to the maximum extent possible under law.
View License Agreement
I accept the license agreement
Standard Installation
Advanced Installation
Cancel

To proceed with installation, you will need to accept the license agreement. You may rev iew the license agreement by clicking the View License Agreement button. Click the Standard Installation button to install for all users by default, configure visimeet to automatically launch on Windows start up, and start visimeet after the installation completes. If you wish to modify any of these settings, you may alternately click the Advanced Installation button. Follow the instructions on the IOCOM Software Setup Wizard and/or visimeet Wizard screens. If you are using a visimeet Licensed Client, you may subsequently be prompted to specify a license key and/or server login credentials and it is recommended that this information is readily available. After installation is complete, assuming you've provided valid license and server/login information, when visimeet connects to the specified v isimeet server, you should see an IOCOM "IO" icon in your system tray that will appear similar to the following:

Please refer to the visimeet client Overview topic for more information on using the visimeet application.

Licensing the visimeet Client (Visimeet Licensed Client Only)

Most IOCOM visimeet users subscribe to the visimeet service on a monthly basis; those users do not need a permanent license. If your organization has decided to purchase licensed visimeet clients, you may need to enter your license manually. If you haven't previously licensed visimeet, or if your license has expired, you will be prompted to license visimeet during installation or when you run visimeet or try to join a meeting. You may license visimeet via the configuration wizard or the visimeet Tools menu, under the License tab. During installation of the visimeet licensed client, after the installer finishes copying files to your system, the first configuration wizard screen will prompt you to specify a license key.



Specify your license key in the edit boxes and click the *Get License* button. Assuming you have entered the license key correctly, a "License file saved" dialog should appear and a *Your license is valid* message will be displayed on this wizard screen. In most instances, you will only have to license your software once. However, you will need to re-license if you are using a trial license and the trial period has expired, or if you change computers. If you are unable to retrieve a license file as detailed above, go to a system with web access and navigate to the following web address:

https://secure.insors.net/license/

...and specify your System ID (as displayed in the System ID edit box in the wizard or visimeet Tools menu under the License tab) and License Key to generate and download a license file (insors.lic). You may then license your software by manually copying the insors.lic file into the inSORS (typically ...\Program Files\inSORS\) install directory on the system running the IOCOM software.

Re-licensing a system

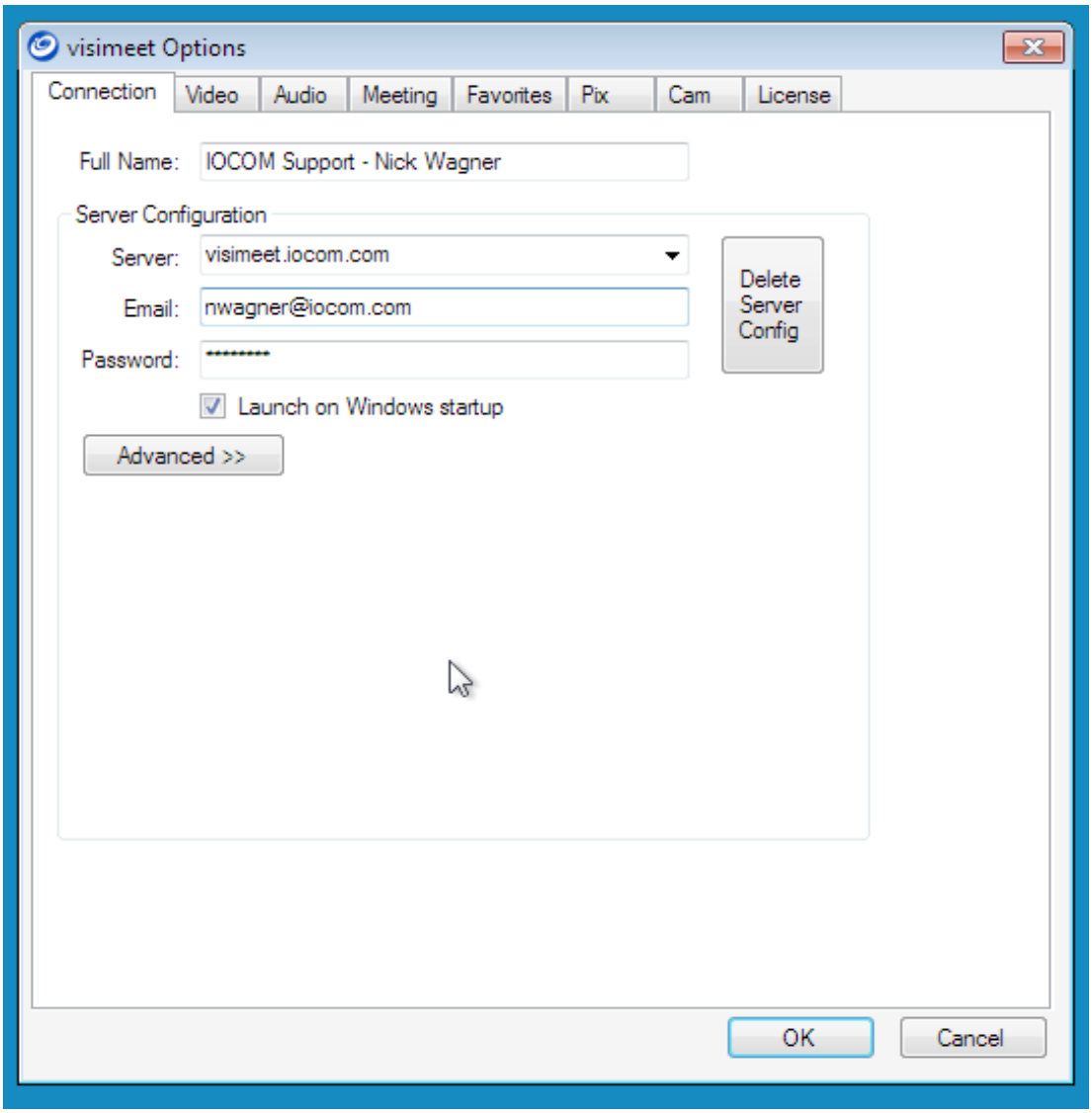
If you need to install a new license or update an expired license, you may do so via the visimeet Tools menu, under the License tab.

Copyright © 2008, inSORS Integrated Communications

IOCOM visimeet Configuration

Connection

You may specify or modify parameters such as node name and login credentials via the visimeet Options | Connection tab. To open visimeet Options, click the Tools menu and select Options.



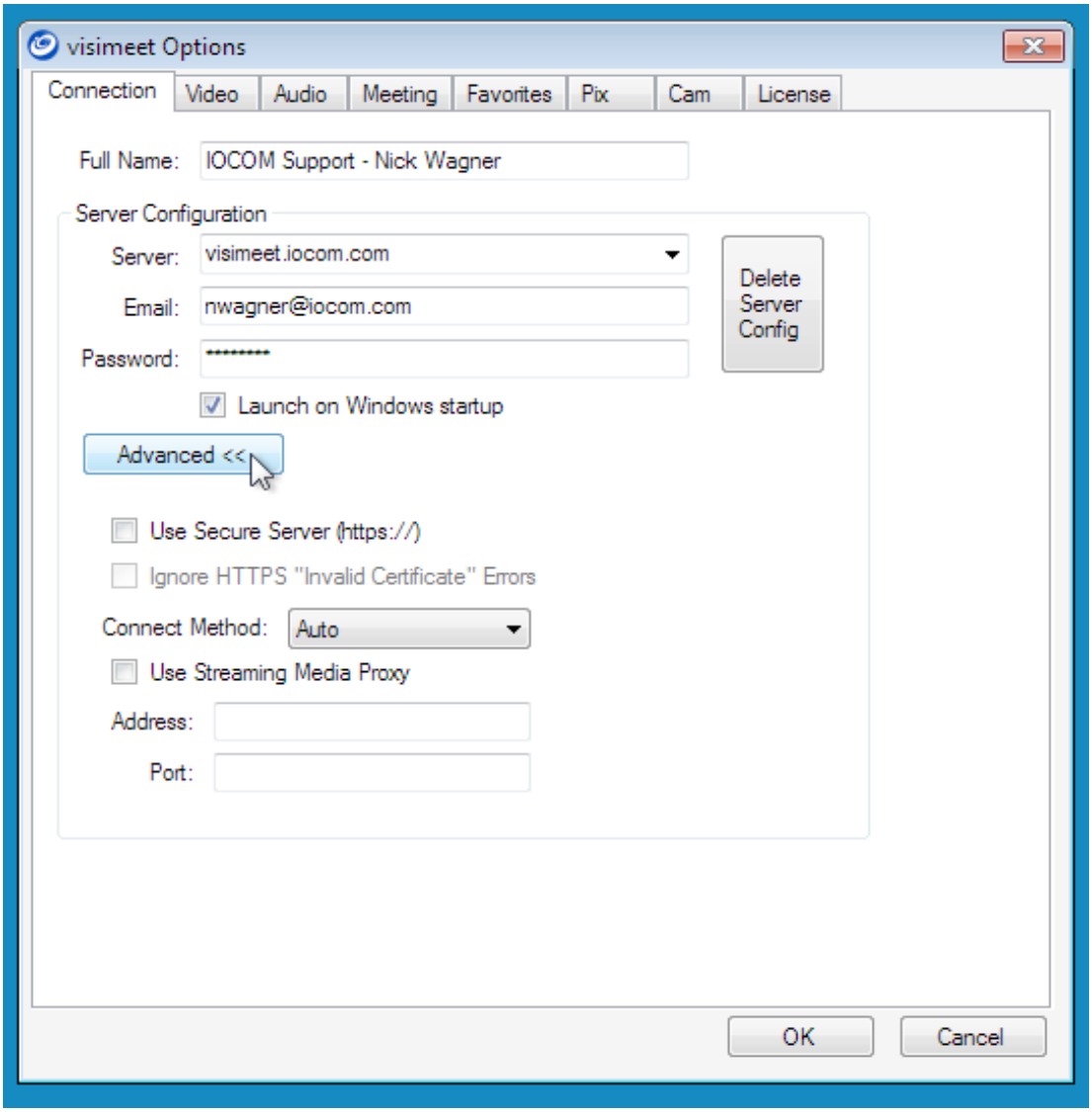
Full Name - Specify a meaningful and unique name for your visimeet system. This name will help identify you to other meeting participants.

Server - Specify a valid hostname or IP address for your visimeet server. By default, this field is pre-populated and you should not need to change it. You may have been supplied with an alternate hostname or IP address for use with an internal Premise-based visimeet Network. Please contact your system administrator if you need information about your server address.

Email and **Password** - Specify valid login credentials in the respective fields. Please enter the email address you used to sign up for the visimeet service. Please type carefully and likewise verify that Caps Lock is toggled off when entering your login credentials.

Launch on Windows Startup - check this check box if you want to automatically start visimeet when Windows starts up.

Advanced Connection Options



Use Active Directory Domain Credentials - If the server you wish to connect to is configured for Active Directory authentication and you are likewise logged into your Windows account with Active Directory domain credentials, you may optionally check this checkbox to instruct visimeet to connect to the specified server with your AD username/password. This option is only enabled if you are logged into Windows with valid AD domain credentials. When this item is checked, Username and Password fields will be greyed.

Use Secure Server and **Ignore HTTPS . . . Errors** - If the server you are connecting to has Secure Sockets Layer enabled, you may optionally choose to encrypt web based communication between your node and the server by checking one or both of these checkboxes. This encryption only pertains to meeting setup exchanges (initiated via HTTP) and does not affect meeting based video/audio/tools encryption. Click the **User Secure Server (https://)** checkbox to instruct IG to communicate via the default (i.e., 443) HTTPS port. Click the **Ignore HTTPS "Invalid Certificate" Errors** checkbox, if you wish to suppress errors/warnings (e.g., unrecognized CA) related to the server's site certificate.

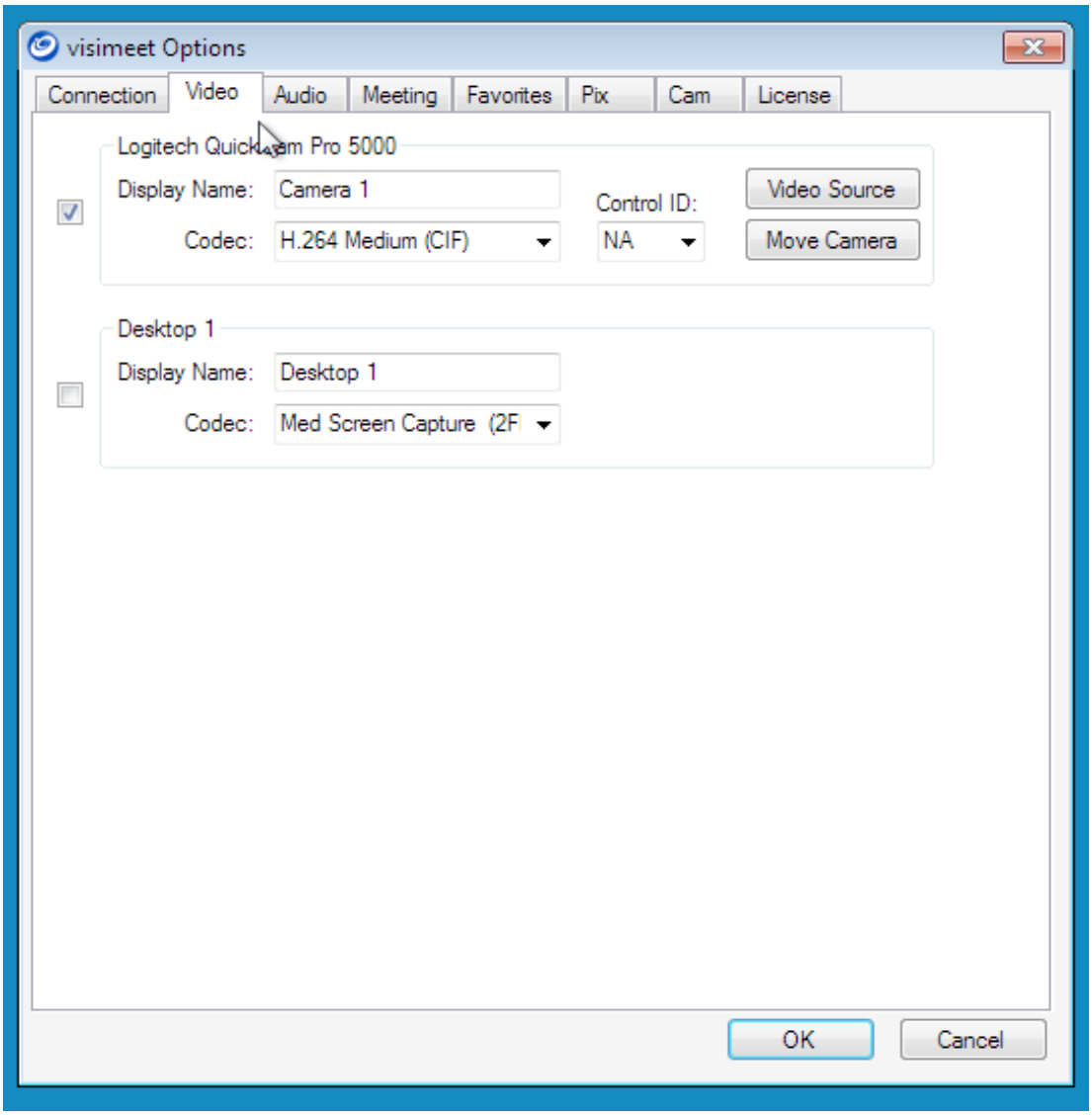
Delete Server Configuration Profile - If you add a second server and email/password configuration to the visimeet connection options, the visimeet client will automatically save this alternate configuration profile. You may then select either server from the dropdown menu next to the Server field. To delete a profile, simply select it via the drop-down box and click the adjacent **Delete Server Config** button.

Use Streaming Media Proxy - If you wish to use a streaming media proxy server with visimeet, check this checkbox and specify a valid hostname/IP and port. Contact your system administrator for configuration information and further assistance.

Copyright © 2008, inSORS Integrated Communications

Video

You may configure various video settings via the visimeet Options | Video tab.



Camera Name - If you wish to enable an attached camera, verify that the appropriate checkbox is checked and that you've specified a meaningful name for that camera in the adjacent Display Name box. This label will be displayed to other meeting participants as an identifier for that particular camera. Also select the default transmission codec you wish to use via the combo box below. The *H.261* and *H.264 Small* codecs are appropriate for most home network (e.g., transmitting 1-2 camera views) connections while the *H.264 Medium* and *H.264 High* codecs typically require bandwidth at or near LAN speeds. To use the *H.264 HD...* codecs you must have a high definition camera or capture device, a relatively fast CPU (e.g., Core 2 Duo), and 15-25 Mbps of dedicated bandwidth. Furthermore, your visimeet account must be licensed to transmit HD video. Contact IOCOM Support for more information.

Desktop capture codec - Select the codec you wish to use when sharing real time views of your desktop(s) with other meeting participants. The *Low* and *Medium* codecs are appropriate for most home network connections while the *High* and *Best* codecs typically require bandwidth at or near LAN speeds.

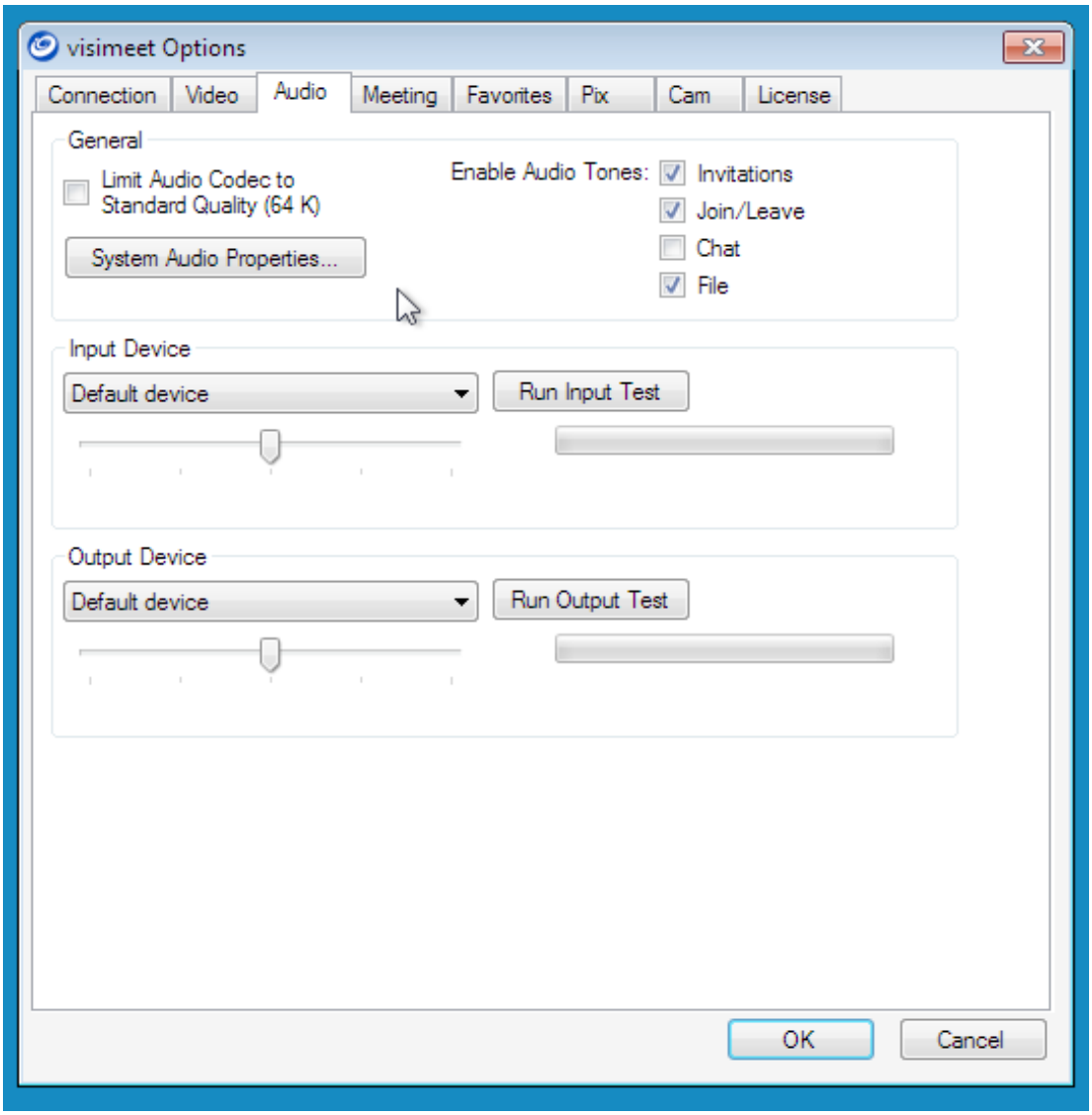
Video Source - Click this button to invoke an advanced configuration dialog for the video capture device. To access Stream Format (e.g., Color Space/Compression) and/or Crossbar (e.g., Input/Output) options for your device, press and hold down the Alt key while pressing the Video Source button. The options available on these dialogs will vary based on the capture device and the version of the capture drivers being used.

Control ID - In room systems where multiple Pan/Tilt/Zoom (PTZ) cameras are connected, it might be necessary to assign control IDs (1-8) for each of the connected cameras. You should not need to specify an ID for connected USB cameras. Typically, the ID for the first PTZ camera connected to the system, or the camera with the lowest COM designation, will be '1'.

To verify that your camera is properly configured, save the visimeet Options settings, run visimeet, and join a new meeting by yourself. Assuming your camera is properly connected to your system and likewise configured correctly, a video window displaying your local video stream should appear. This is the same video image that will be transmitted to other meeting participants.

Audio

You may optionally configure visimeet audio settings via the visimeet Options | Audio tab.



Limit the Audio Codec to Standard Quality - Check this checkbox to use the 64 kbit/s codec for standard audio. This setting is recommended for slower network connections. For higher speed network (e.g., LAN) connections, uncheck this checkbox for higher quality audio.

Enable Audio Tones:

Invite - Check this checkbox to play a simple tone when you receiv e meeting invitation.
Join/Leave - Check this checkbox to play a simple tone when other nodes enter or exit a meeting.
Chat - Check this checkbox to play a simple tone when other meeting nodes send visimeet Chat messages when visimeet Chat is not invoked or not the focus application on your system.
File - Check this checkbox to play a simple tone when a file is shared for download via the File tool.

System Audio Properties - Click this button to invoke the Windows Audio Properties dialog. Bear in mind that modifications made to your audio settings via the Windows Audio Properties dialog will be applied to Windows but not necessarily to visimeet. Furthermore, while modifications made to your audio settings v ia the visimeet Options | Audio tab will be applied to visimeet, they will not necessarily be applied to the audio settings for other Windows devices.

Input Device - You may specify the audio input (i.e., microphone) dev ice you wish to use in meetings and

likewise set an appropriate audio input level via the adjacent slider control. After selecting the device you wish to use, you may ensure an appropriate audio input level by checking the *Begin Input Test* check box and speaking into your audio input device in a normal voice. Move the slider to the left or right so that the meter peaks at mid-level as you speak. The device defined here is a visimeet specific configuration parameter and not necessarily the same device that will be used by other applications on your system.

Output Device - You may specify the audio output (i.e., speaker/headset) device you wish to use in meetings and likewise set an appropriate audio output level via the adjacent slider control. After selecting the device you wish to use, you may ensure an appropriate audio output level by checking the *Play Audio Test* check box to play a looped audio file. Move the slider to the left or right to decrease/increase volume until you find a comfortable level.

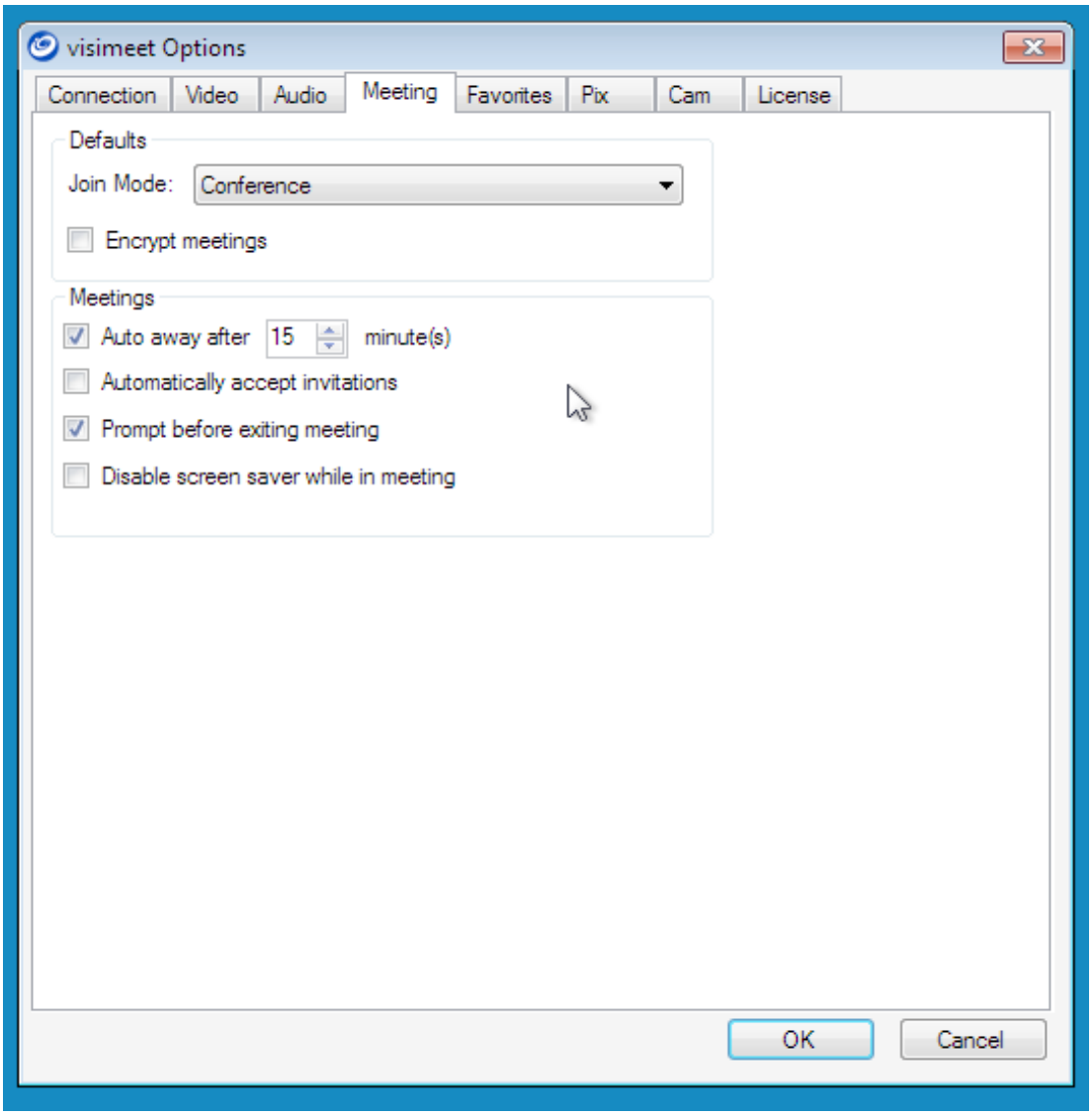
Audio Testing - To verify that your input/output settings are set correctly, click the *Record* button, speak for 5-10 seconds, and subsequently click the *Stop* button. Your audio will be played back to you shortly thereafter. If you've adjusted your audio settings correctly, you should be able to hear the audio clearly.

Default Audio Input/Output Levels

The Input and/or Output levels specified on this tab will be applied as the default microphone/speaker level settings in visimeet. Any modifications to the visimeet microphone/speaker slider levels, while you are in a meeting, will persist for the duration of the meeting, but will revert back to default levels when you exit the meeting. If you wish to specify default input/output (microphone/speaker) meeting levels, you will need to do so using the Input Device and/or Output Device sliders on this tab.

Meeting

You may configure default visimeet behavior via the visimeet Options | Meeting tab.



Enable Instant Meetings - Uncheck this check box to disable the presence feature in visimeet and likewise only participate in scheduled meetings. Bear in mind that if you uncheck this check box, other ig nodes will subsequently not be able to invite you to instant meetings and the Invite option will not be available via your Meeting menu.

Auto away after ___ minutes - Check the adjacent check box and specify the time (in minutes) that must elapse, without user input (i.e., no mouse/keyboard activity) before visimeet will set your current status as Away.

Auto-Accept Meeting Invitation - Check this checkbox to instruct visimeet to automatically join meetings if/when you receive meeting invitation requests. This option may be useful for room node systems where meeting participants may not always be able to manually reply to a meeting request from other nodes.

Enable Sounds - When this check box is checked, visimeet will play a sound file in conjunction with displaying the Meeting Request dialog. By default, the default IOCOM Meeting Request sound file will be played. You may optionally select the *Use Custom Sound* radio button to select an alternate sound file of your choosing.

Default Join Conference Mode - Select the default mode you wish to use when joining meetings. Most users will join in Conference mode. On the other hand, if you typically join large multipoint meetings, or have

limited bandwidth, you may wish to choose Selective as your default mode. The available modes are detailed below:

Conference - All video, voice, and data is sent and received

Selective - All voice and data content is sent and received. Your video is sent to other sites, but you only receive what video streams you select from visimeet.

Viewer - All video, voice, and data is received, but your audio and video are not transmitting. You can still manually transmit audio by putting a check into the microphone check box, and transmit video using Video properties.

VoiceMeet - Audio and data collabortion is supported in this mode; video is not supported

Encryption Type - The default encryption key is set to the same number used in the meeting code. This simplifies entry into meetings while ensuring that every meeting is encrypted.

Random key entry will be generate a new encryption scheme using the character set you choose. These keys do not need to be communicated to the other conference participants.

Using no encryption is only recommended for testing and integration purposes.

About Encryption

Encryption encodes and encapsulates all of the information being sent over the wire according to a pattern specified in the encryption key. This makes your conferences secure from others accidentally or intentionally intercepting your meeting streams or data.

An encryption key is a sequence of letters and/or numbers (case sensitive). If the keys entered at each site match, the endpoints will be able to collaborate with each other. If the keys do not match, then the endpoints will be in separate sessions and unable to collaborate until the sites using the incorrect key have exited and re-entered the conference with the correct encryption key.

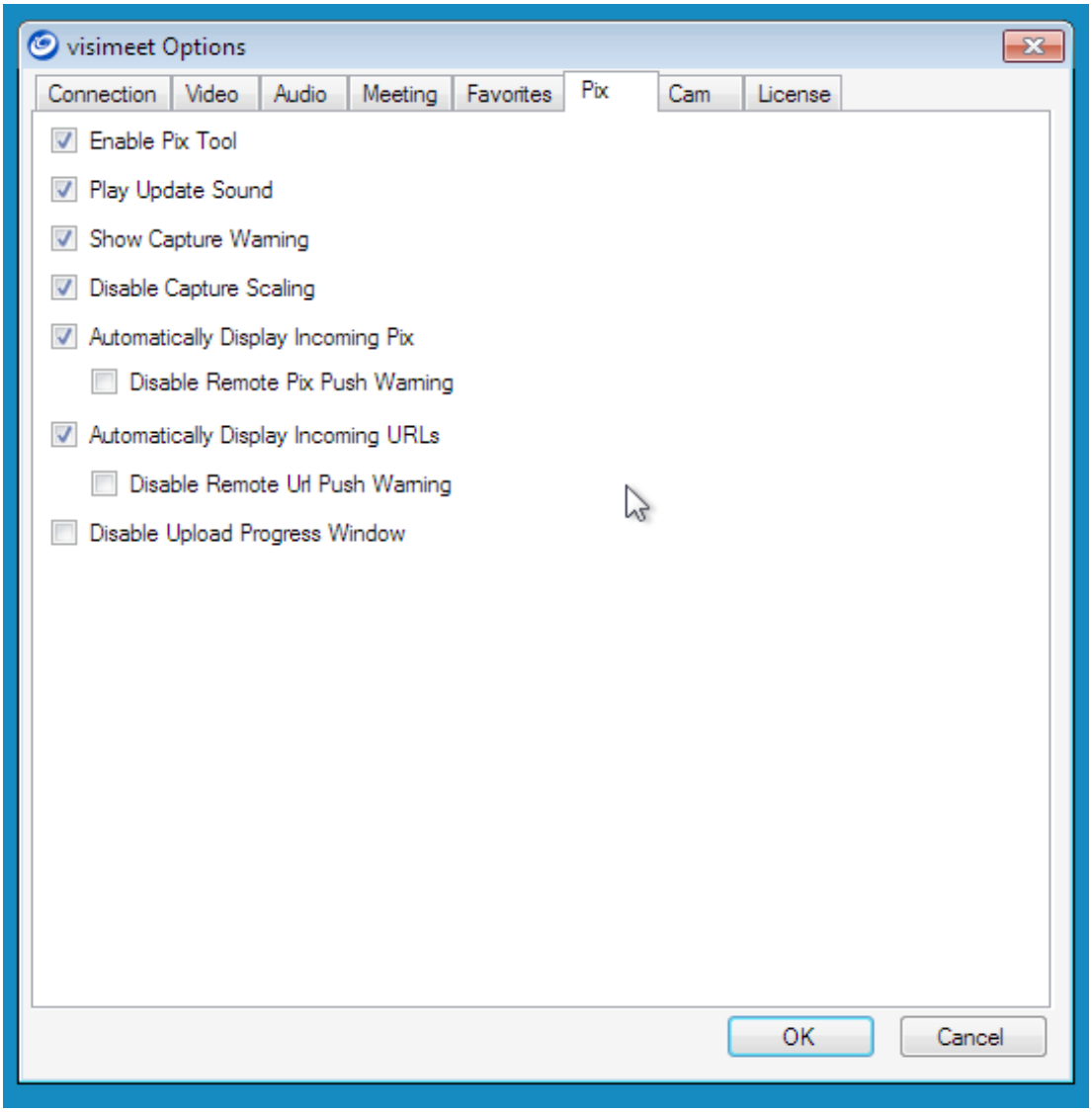
All IOCOM instant and scheduled meetings are automatically encrypted. Meetings in virtual conference rooms are not necessarily configured for encryption. If a virtual conference room is configured to prompt users for an encryption key, all users joining meetings in such rooms will be prompted to specify a key before being allowed to join their meeting. Only users specifying the same key will be able to interact with each other in these type of room meetings.

Prompt before exiting meeting - check this check box if you want visimeet to prompt you before exiting a meeting if/when you click the Close button on the title bar or select Close via the Control Box menu.

Disable Screen saver while in meeting - check this check box if you want to automatically disable Windows Screen saver while in a meeting.

Pix

Visimeet Pix are used to send still snapshots of images, desktops, and application windows to all meeting participants. You may configure default Pix behavior via the visimeet Options | Pix tab.



Enable Pix - Check this checkbox to enable Pix in meetings. Visimeet Pix are used to send still snapshots of images, desktops, and application windows to all meeting participants.

Play Update Sound - Check this checkbox to instruct Pix to generate a camera shutter sound whenever an image is captured. Sound on Update is accessible from the Pix configuration screen as well.

Show Capture Warning - Check this checkbox to instruct Pix to display a warning message whenev er you click the Pix | Take a snapshot toolbar button. You may also disable this option by clearing the 'Display next time' checkbox on the warning dialog.

Disable Capture Scaling - Check this checkbox to diable auto-scaling for Powerpoint slides pushed via Pix. When this option is checked, any PPT slides pushed in Pix will be displayed on the target nodes in the same resolution as the node pushing the slide.

Automatically display incoming Pix - Check this checkbox to instruct Pix to automatically inv oke PixViewer when other nodes push captures to your node in meetings.

Disable Remote Pix Push Warning - Check this checkbox to instruct Pix to display a warning message

before opening PixViewer to display Pix captures pushed from other nodes in a meeting. You may also disable this option by clearing the 'Display next time' checkbox on the warning dialog.

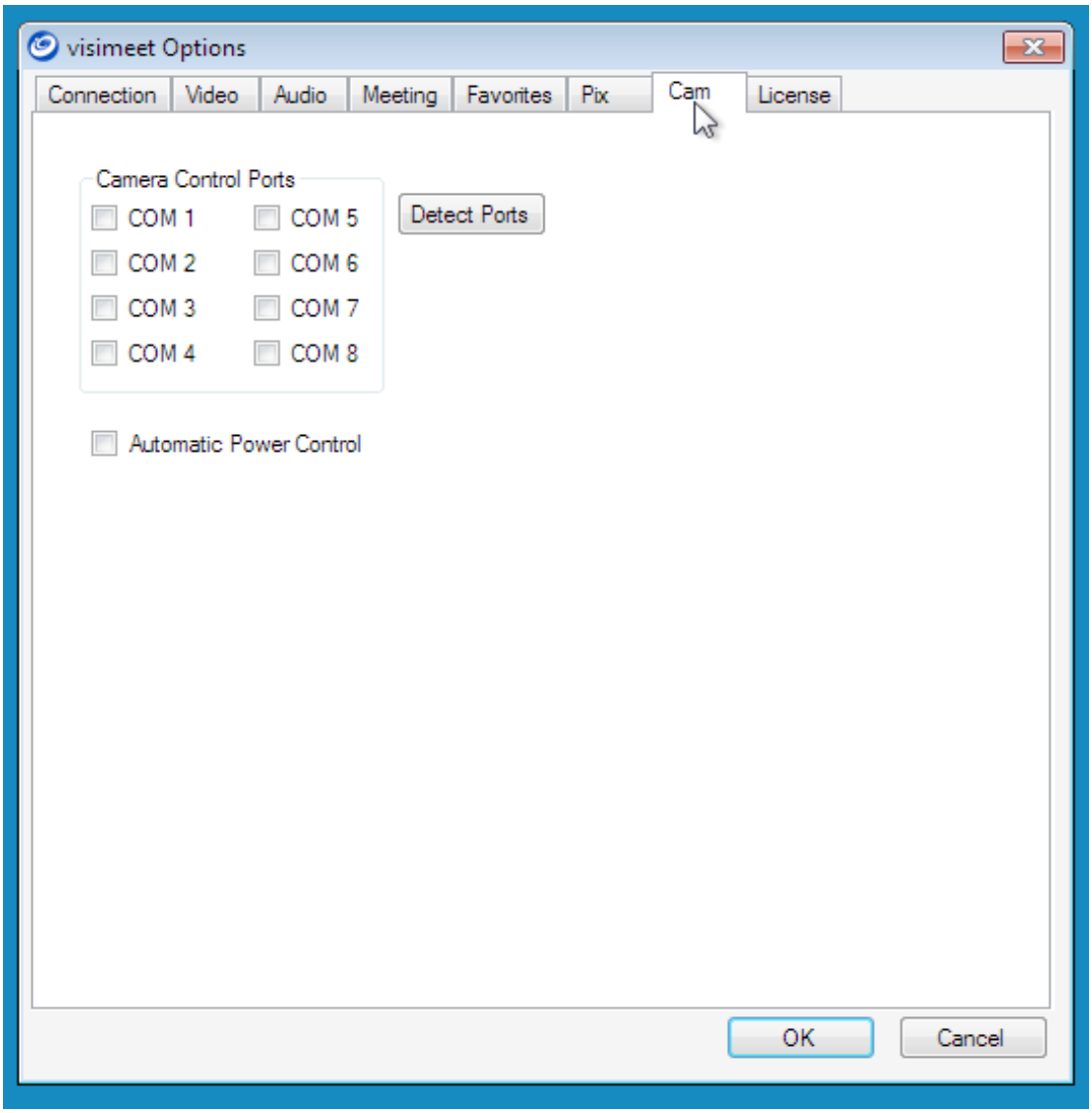
Automatically display incoming URLs - Check this checkbox to instruct Pix to automatically invoke your default browser when other nodes push web URLs to your node in meetings.

Disable Remote URL Push Warning - Check this checkbox to instruct visimeet to display a warning message before opening your default web browser to display a URL pushed from other nodes in a meeting. You may also disable this option by clearing the 'Display next time' checkbox on the warning dialog.

Disable Upload Progress Window - Check this checkbox to hide the progress meter window that appears when you are pushing Pix captures to other participants in a meeting.

Cam

You may configure camera control ports via the visimeet Options | Cam tab.



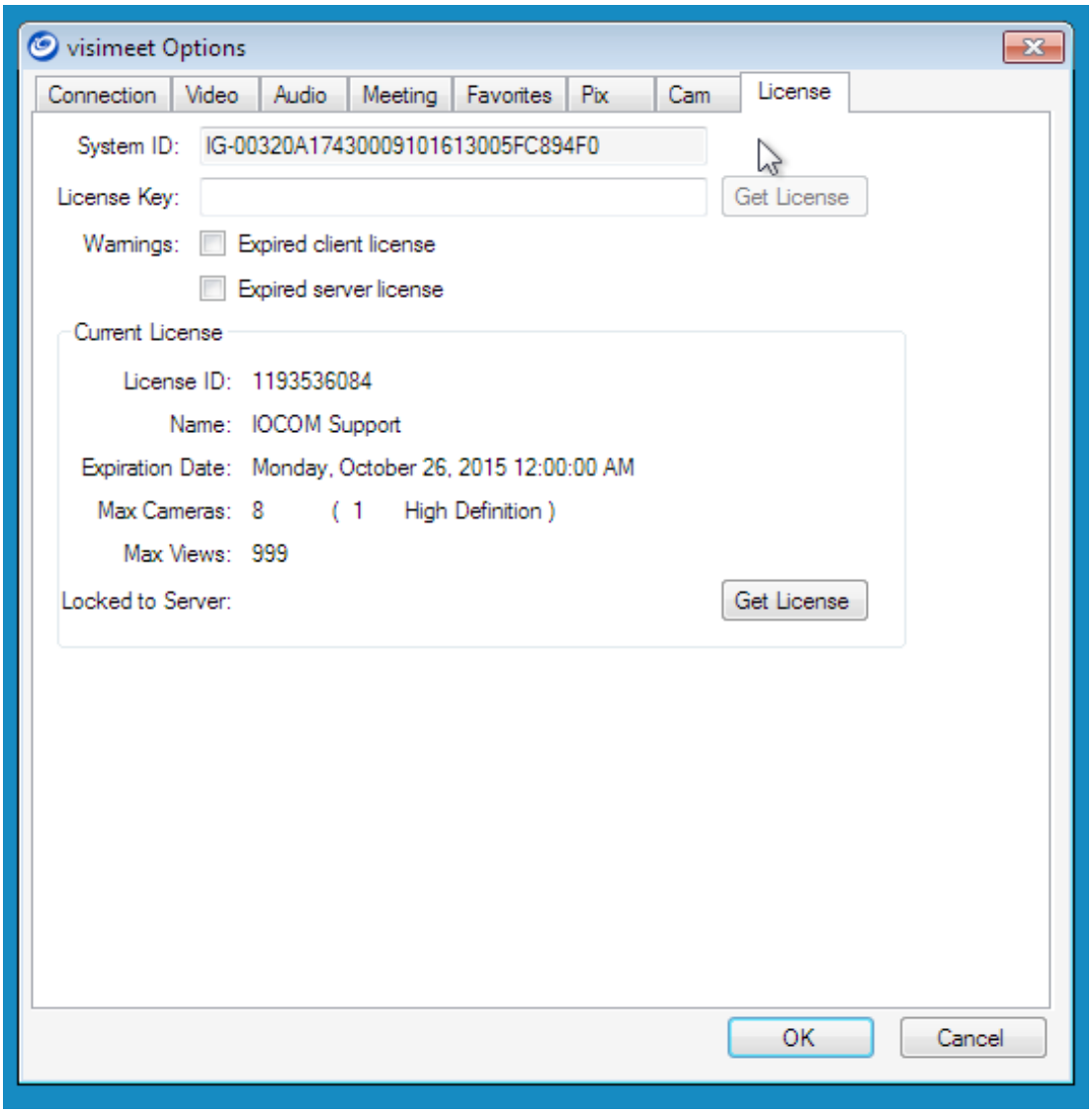
It's typically not necessary to modify the options on this tab unless you are using a Pan-Tilt-Zoom camera connected to a serial port on your computer. The Cam tab allows you to select alternate serial ports (e.g., **COM 1**) for camera controls in the event you have additional serial devices or require your cameras to be installed independently instead of in a chain. Visimeet Cam is typically used in large multi-camera room systems.

Click the **Detect Ports** button to instruct visimeet Options to determine whether there are any connected PTZ cameras and check the appropriate control port accordingly. You will likewise need to specify an appropriate Control ID for any detected cameras via the Video tab.

Check the **Automatic Power Control** checkbox to instruct visimeet to power-off cameras automatically when you are not in a meeting.

License

If you subscribe to the visimeet service, your license will be automatically renewed with your monthly subscription fee. If you are using a License visimeet Client, you may need to view or change your license information. You may view details about your license registration information via the visimeet Options | License tab.



Name is the owner of the license according to the IOCOM license system.

Expiration Date is when your system will need to be re-licensed.

Number of Cameras is how many video capture devices you can simultaneously use with the system. If you need to increase the number of capture devices, you will need a new license.

Number of Views is how many video windows you can have open on your desktop during a conference.

Show Client License Expiration Warnings - Check this checkbox if you wish to be warned if/when your client license will expire. When there are 15 days or less before your license expires, a warning prompt will appear every time you join a meeting.

Show Server License Expiration Warnings - Check this checkbox if you wish to be warned if/when your server license will expire. When there are 15 days or less before the server license expires, a warning prompt will appear every time you join a meeting.

License Key - If you need to license or re-license ig, you may do so by specifying your license key in the edit boxes and clicking the *Get License* button. Assuming you've entered the license key correctly, a "License file saved" dialog should appear.

Copyright © 2008, inSORS Integrated Communications

Audio and Video Hardware

About Hardware

visimeet client software runs on your computer system with a v ariety of off the shelf hardware audio and video input/output devices. Since there is no proprietary IOCOM hardware required to run v isimeet software, it is possible to integrate a wide v ariety of audio and video devices with the system.

For more information on recommended hardware audio and video input/output devices, please visit the IOCOM Support Center .

Audio Equipment

Before adding any new audio hardware to your system, you may wish to visit the IOCOM Support Center for information on recommended audio devices.

Installing Audio Devices

Before using your audio device in visimeet, be sure you have installed any software drivers that came with your audio device. Follow the instructions included with your audio device for installing the drivers.

Enabling Audio Devices in visimeet

In order to use your audio device with visimeet, you may need to specify your device in the visimeet Options - Audio tab.

Headsets with boom microphones

Headsets are commonly deployed with small desktop and laptop systems. Using a headset is the easiest way to ensure a optimal audio environment.

Your headset microphone should be positioned so it is not directly in line with the mouth. This prevents the microphone from picking up your breath as you exhale, which can be very distracting to others in the conference. For best results, position the microphone off to the side or inline with the base of your chin. You can also shorten the boom on some models and place the microphone tip near but not in front of the mouth. Many headset models include a volume control on the cord and/or a switch which can be used to mute/unmute the microphone input. When joining a meeting, remember that in addition to the visimeet and system controls, you may need to adjust these headset controls as well.

Tabletop microphones

If you do not wish to use a headset and prefer the use of a tabletop microphone, bear in mind that your speakers will pass audio back through the microphone and generate an effect called echo which is *extremely* disruptive to a conference. You have two options to use tabletop microphones without creating an echo effect.

- **Turn off the microphone in visimeet when you are not speaking.** You will still generate echo effects if someone interrupts you or you engage in an active 2-way conversation.

- **Use a special echo-cancelling system.** There are many options for echo-cancelling audio systems. Contact your IOCOM representative for more information on solutions that are appropriate for your needs.

Desktop speakers

Desktop speakers should only be used in conjunction with echo cancelling microphones. Even in conjunction with a headset microphone, desktop speakers will tend to generate a signal loud enough to pass back through the microphone as echo. For best results, keep the speaker volume low and place them

further away from the microphones.

Additionally, speakers create a hissing noise when their volume is too high. Keep the volume down on the speakers and then raise the output levels in the Windows Mixer until the audio reaches a comfortable level.

Video Equipment

Before adding any new video hardware to your system, you may wish to visit the IOCOM Support Center to check for any known incompatibilities.

Cameras

Cameras should be placed as close as possible to the center of the display area and inline with eye level. The objective is to approximate eye contact as well as possible when in a conference. If you have a license that allows multiple cameras, you should position the extra cameras to view other participants in the room.

Video displays

For optimal use of IOCOM software, the following adjustments should be made in your display control panel:

- **Disable screen savers and monitor power standby.** When you are not using your keyboard and mouse, these will cause the monitor to blank out. If you are in a conference with someone at the time, this can be very disruptive.
- **Do not show window contents when dragging.** This is extremely processor intensive, and can impact the performance of your conference.
- **Use minimum picture settings of 1024x768 and 24-bit color.** You will be displaying a large amount of content during a conference, so you need as much desktop area as possible. A desktop resolution of 1280x1024 or higher is recommended. Some systems may experience problems displaying video streams at less than 24-bit color.

Multiple video displays

If you wish to add multiple monitors or projectors to your system, you may need to enable them via the Display Properties dialog. To invoke the Display Properties dialog, click the Start menu and click Control Panel or Settings > Control Panel. Once in Control Panel, click Display and select the Settings tab on the dialog that appears. Your current display configuration should be shown near the top of this dialog. To

enable an additional display, select the appropriate monitor icon and put a check in the checkbox adjacent to the *Extend my Windows desktop onto this monitor* option. For more information on configuring multiple monitors in Windows, please refer to the Video troubleshooting section or Windows documentation.

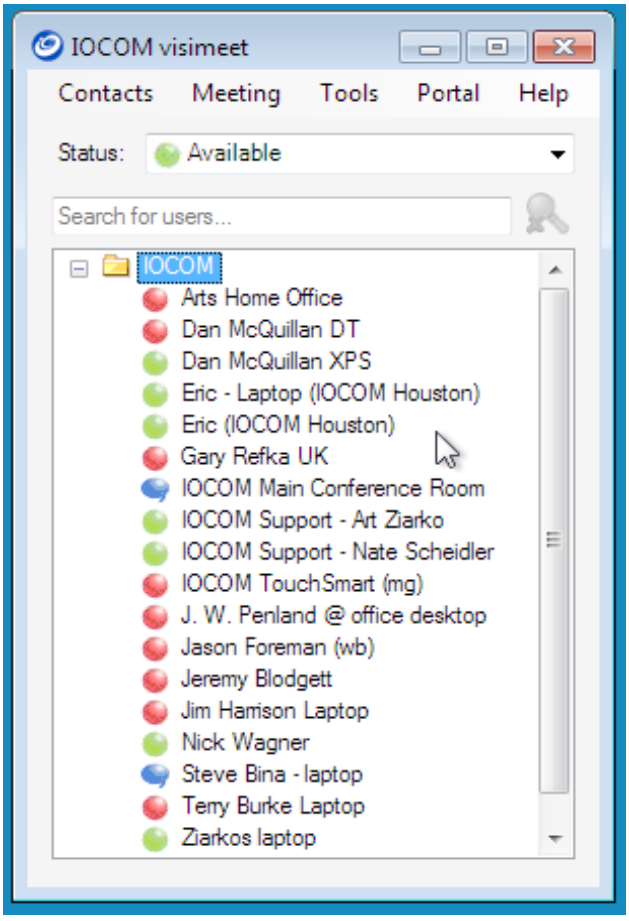
Copyright © 2008, inSORS Integrated Communications

The visimeet client

visimeet Client Overview

The IOCOM visimeet client is the core interface for initiating and managing your meetings, as well as controlling your meeting experience. From the visimeet client window, you have access to all your conference creation and scheduling functions, as well as the ability to create instant encrypted meetings with other IOCOM endpoints. visimeet must be running if you wish to receive invitations, send invitations, and/or manage meetings. When running, igMeeting displays a blue and white 'io" icon in the system tray.

To display the visimeet client window, click the visimeet systray icon. A window similar to the following will appear:



Be aware that when visimeet is **not** running, there is typically no io icon displayed in the system tray. If there are network connectivity or login issues, the visimeet io icon may appear similar to the following:

Be aware that if visimeet isn't running or there are server connection issues, you will not be be able to

initiate or receive meeting invitations. By default, visimeet is configured to automatically start on Windows startup. You may manually configure visimeet to start when Windows starts by copying the visimeet shortcut (visimeet.exe) from the IOCOM Video Collaboration program folder to the Windows Startup folder. If you don't want visimeet to run on Windows startup, simply delete the visimeet shortcut from the Windows Startup folder.

For more information on joining and managing your meetings, please refer to the following topics:

- Create Scheduled Meetings
- Send a Meeting Invitation
- Receive a Meeting Invitation
- Joining a Meeting
- Favorite Rooms

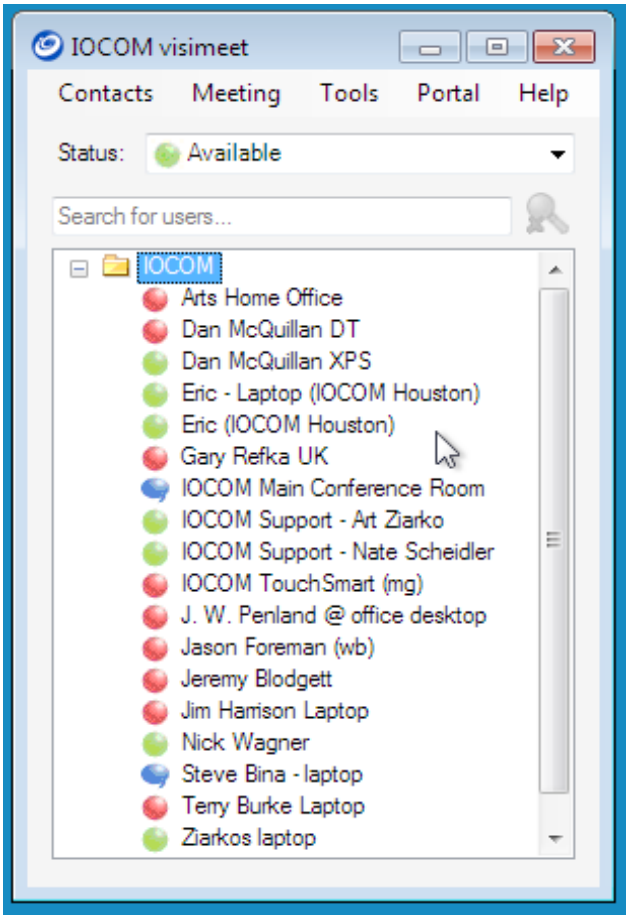
For more information on configuring your visimeet preferences, please refer to the following topics:

- visimeet Configuration
- Away Status
- Recent Callers
- Favorite People

Copyright © 2008, inSORS Integrated Communications

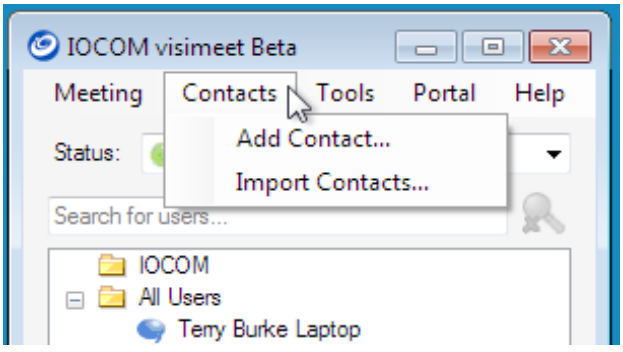
Contact List

The lower part of the visimeet window consists of the Contact List.

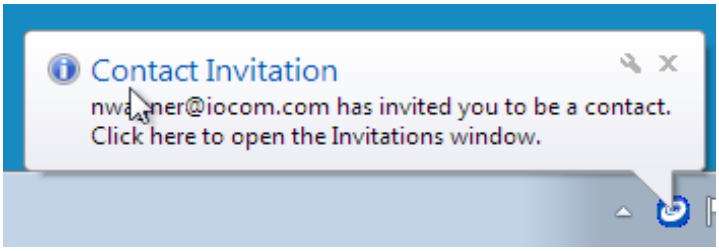


Adding Contacts

To add contacts, open the Contacts menu and select Add Contact...

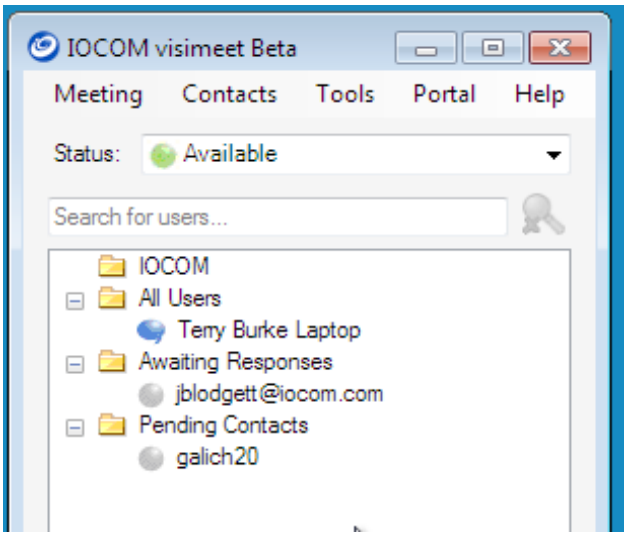


Enter the email address of a visimeet user. That person will then receive a request to be a contact in visimeet. Once your request has been accepted, you will see your new contact appear in the Contacts list.

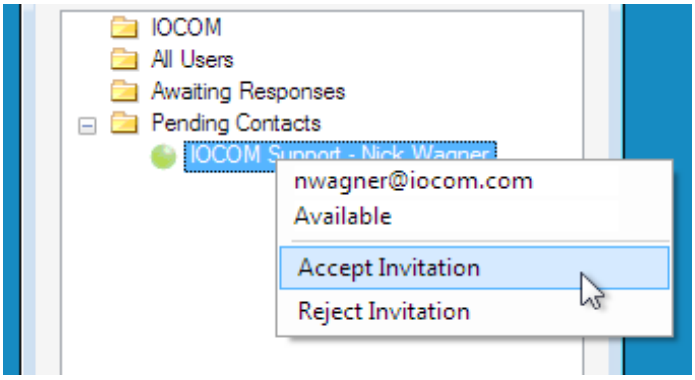


Awaiting Responses and Pending Contacts

After you have sent a request to add another visimeet user to your contacts list, that user will be placed in your "Awaiting Responses" group. This allows you to keep track of who you hav e invited.



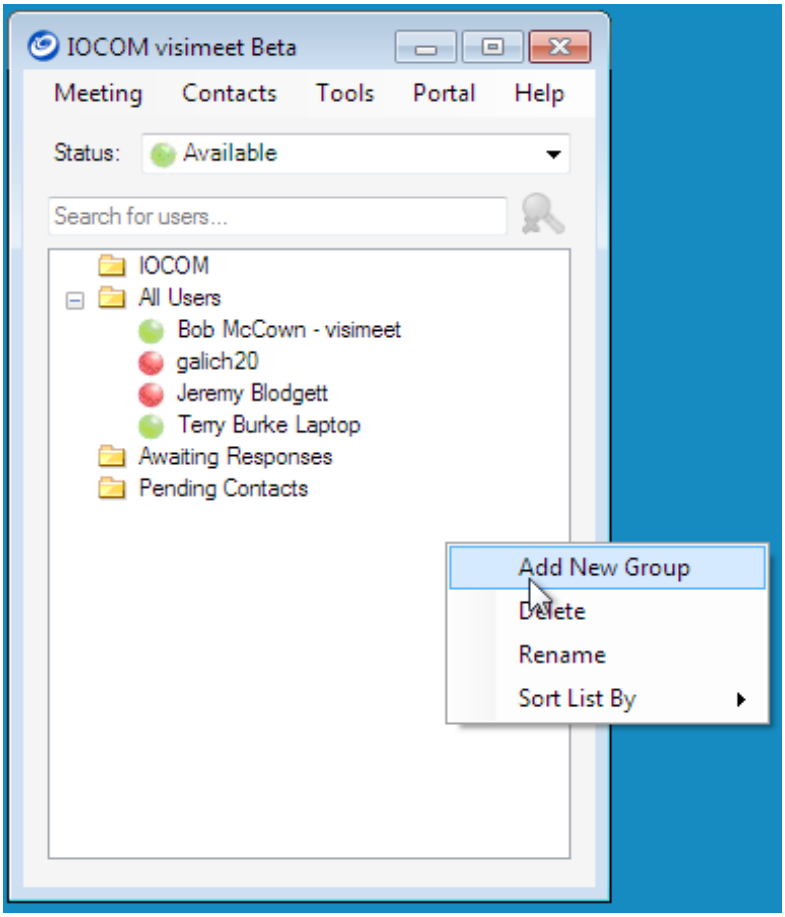
When you receive a contact request from another meeting user, that user will appear in the "Pending Contacts" group. To accept the request, right-click on the username and select Accept Inv itation. You will now be able to send and receive meeting invitations from that visimeet user.



Organizing users in groups

You may wish to create groups of users in the Contact list to help you organize and locate people you communicate with frequently. To create a group and add users to this group:

- Right click on a blank are of the Contact List
- Select Add New Group
- Right click on a Contact and select **Add to Group** to add the contact to a group of your choosing

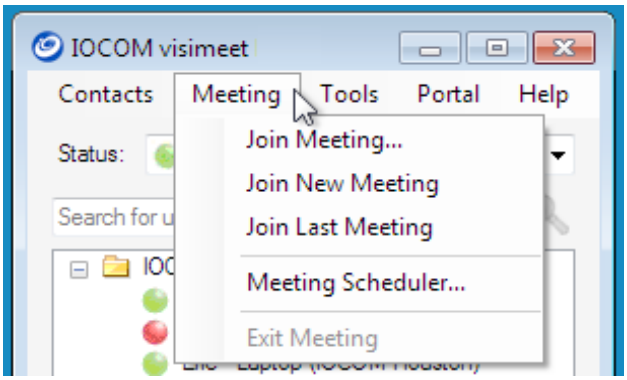


To delete or rename a group, right click the group folder in the tree view and select the **Delete** or **Rename** option via the menu that appears.

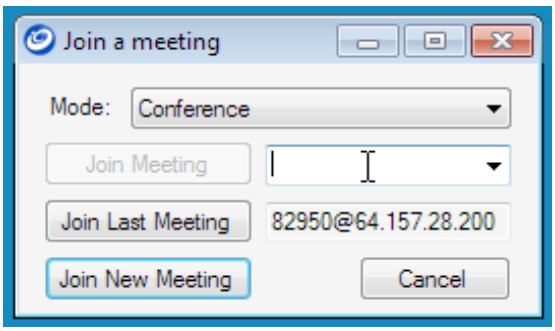
Copyright © 2008, inSORS Integrated Communications

Joining a Meeting

To join a meeting, click the Meeting menu. The Meeting menu presents several options to join a meeting:



Join Meeting: Click Join Meeting and the *Join a Meeting* dialog will subsequently appear. The drop down menu at the top provides join mode options to restrict the content displayed in the meeting.



Join Existing Meeting will join the meeting ID that you enter in the adjacent edit box.

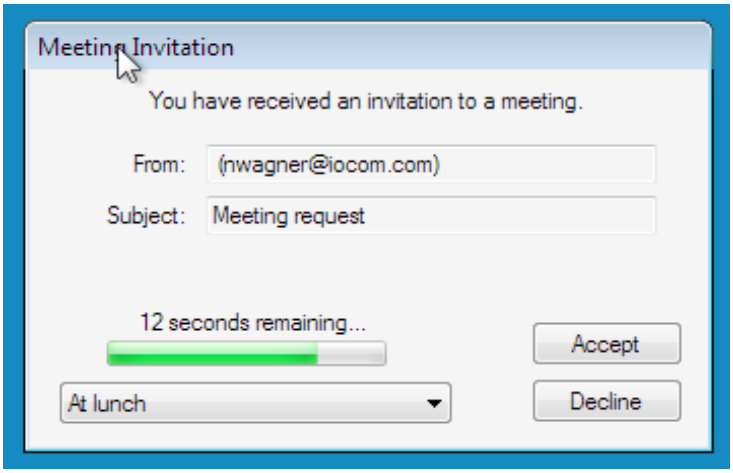
Join Last Meeting will connect you to the last meeting ID or room that you were using. You will see an error message if the meeting has expired or is otherwise unavailable.

Join New Meeting creates an new instant meeting based on your visimeet defaults. You may then invite others to join you in the newly created meeting.

Receiving Invitations

If you accept an invitation or Invite another person to an existing meeting, you will see a simplified version of the Join a Meeting dialog box that provides channel options and displays the meeting code.

Copyright © 2008, inSORS Integrated Communications

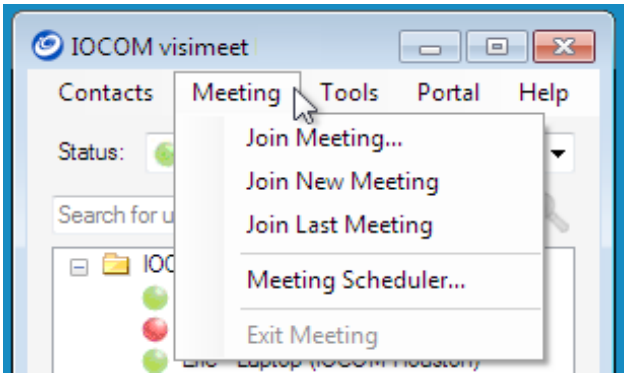


Copyright © 2008, inSORS Integrated Communications

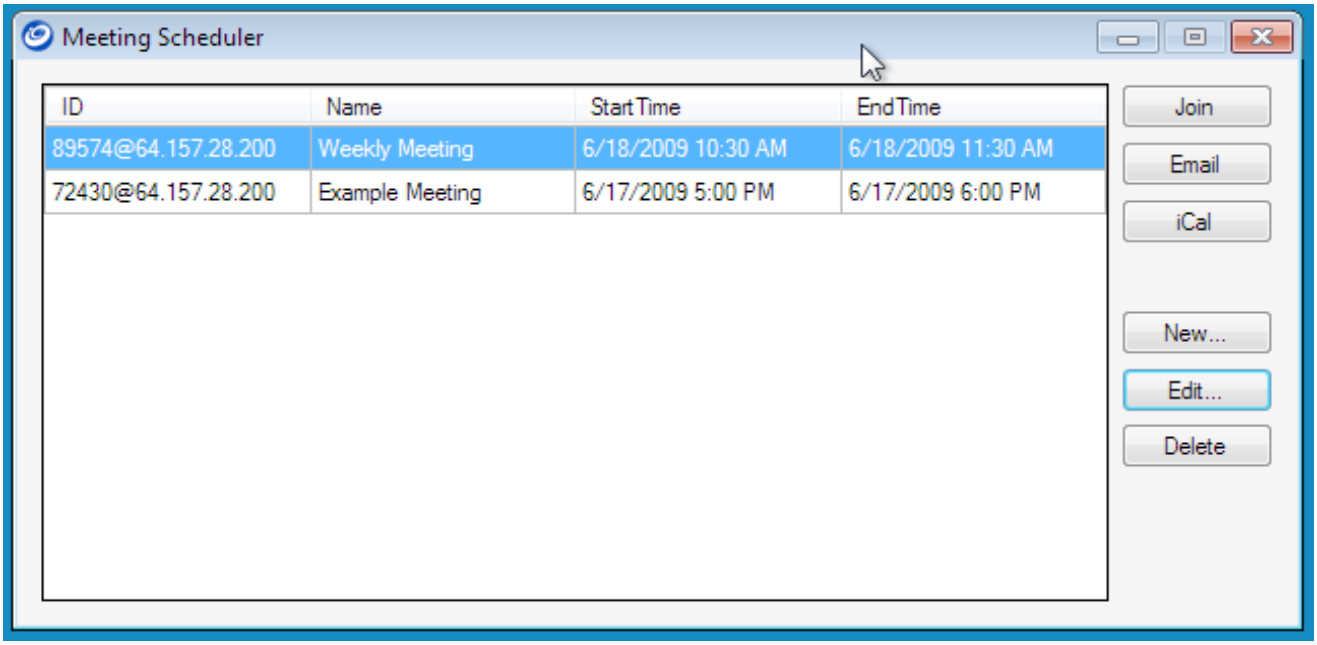
Scheduling Meetings

Create Scheduled Meetings

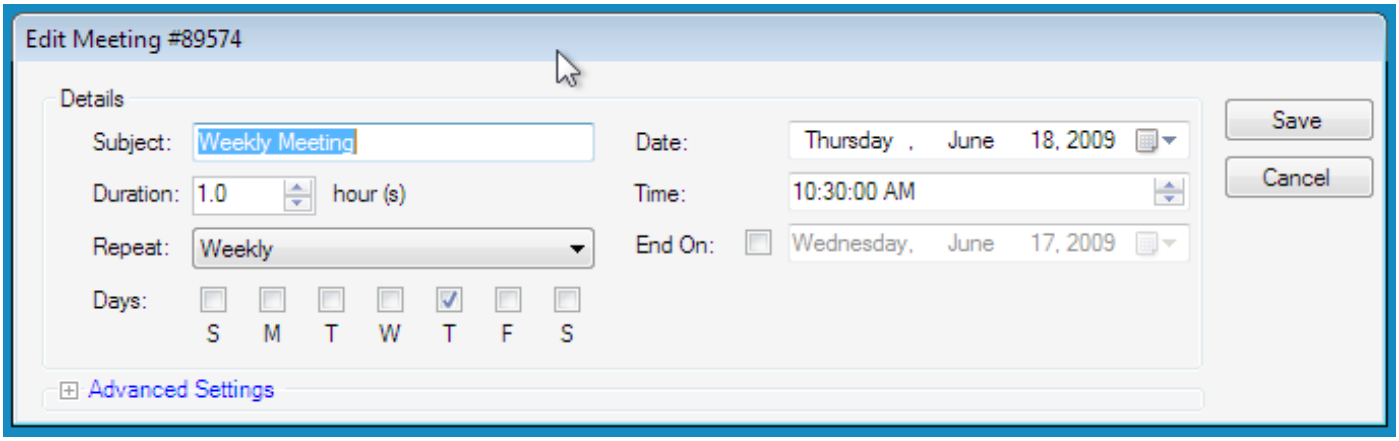
To schedule a meeting, open the Meeting menu and select **Meeting Scheduler...**



The Meeting Scheduler window will appear, showing any meetings currently scheduled..



To create a new meeting, click **New...**



The following meeting configuration information and options are available via this dialog:

Code - The meeting code that others can enter to join your meeting. The code is randomly generated when you click the **New...** button.

Subject - The topic of the meeting which is specified via the **Subject** field. This string will likewise be displayed in email meeting invitations.

Duration - By default, the meeting Duration is 1 hour. You may also modify this parameter if you wish. Users may join scheduled meetings up to 30 minutes before the specified start time.

Date & Time - The time the meeting is scheduled to begin and end. Unless you modify the **Date** and/or **Time** fields, the Start Time will default to the current date and time when are creating a new meeting.

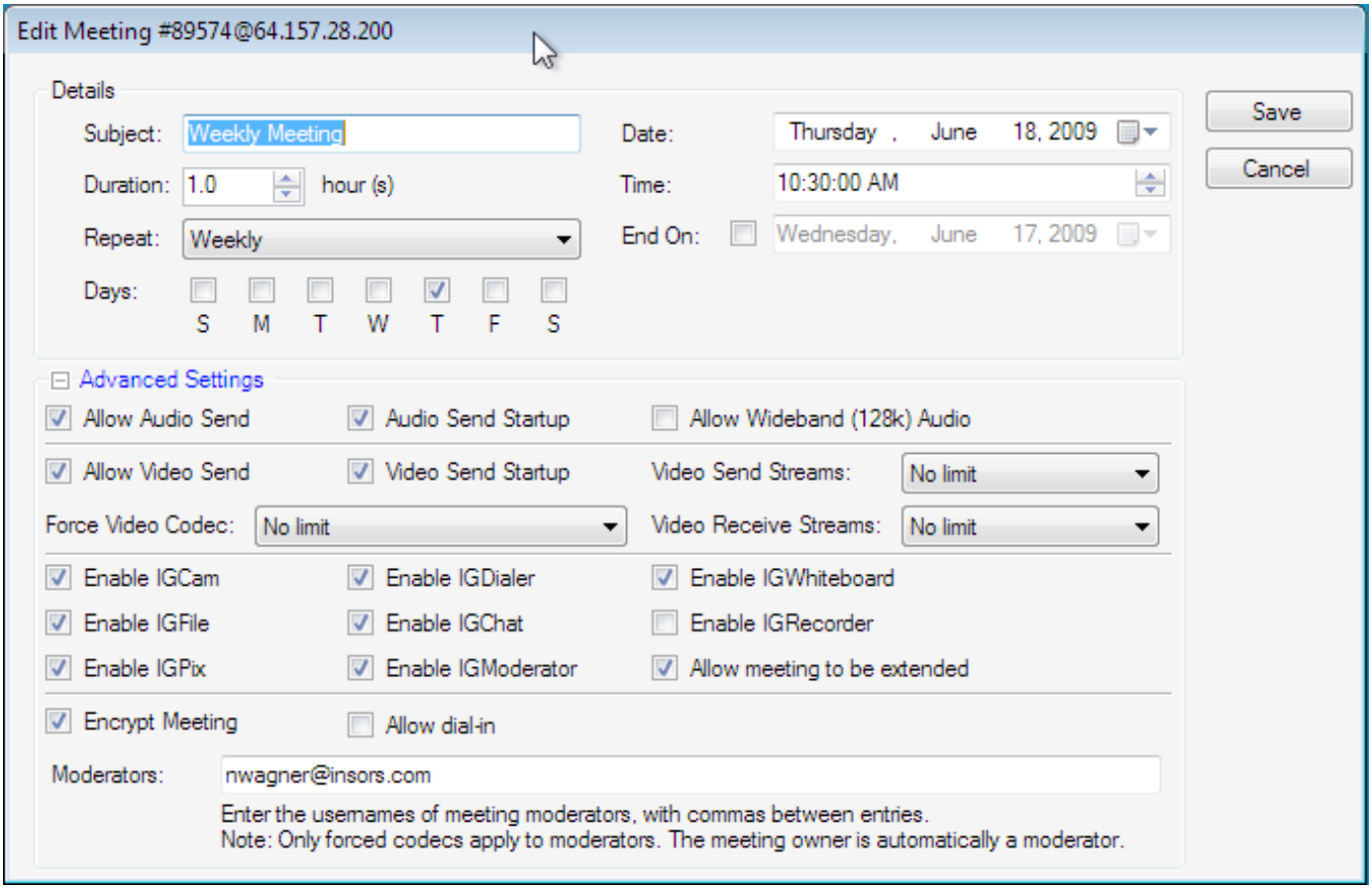
Joining Scheduled Meetings

Users may join and/or rejoin meetings at any time after a meeting has started until it has expired. Users in a current meeting may optionally extend the meeting using Moderator.

After you've specified the desired meeting parameters, click the **Add Meeting** button to add a meeting to the schedule.

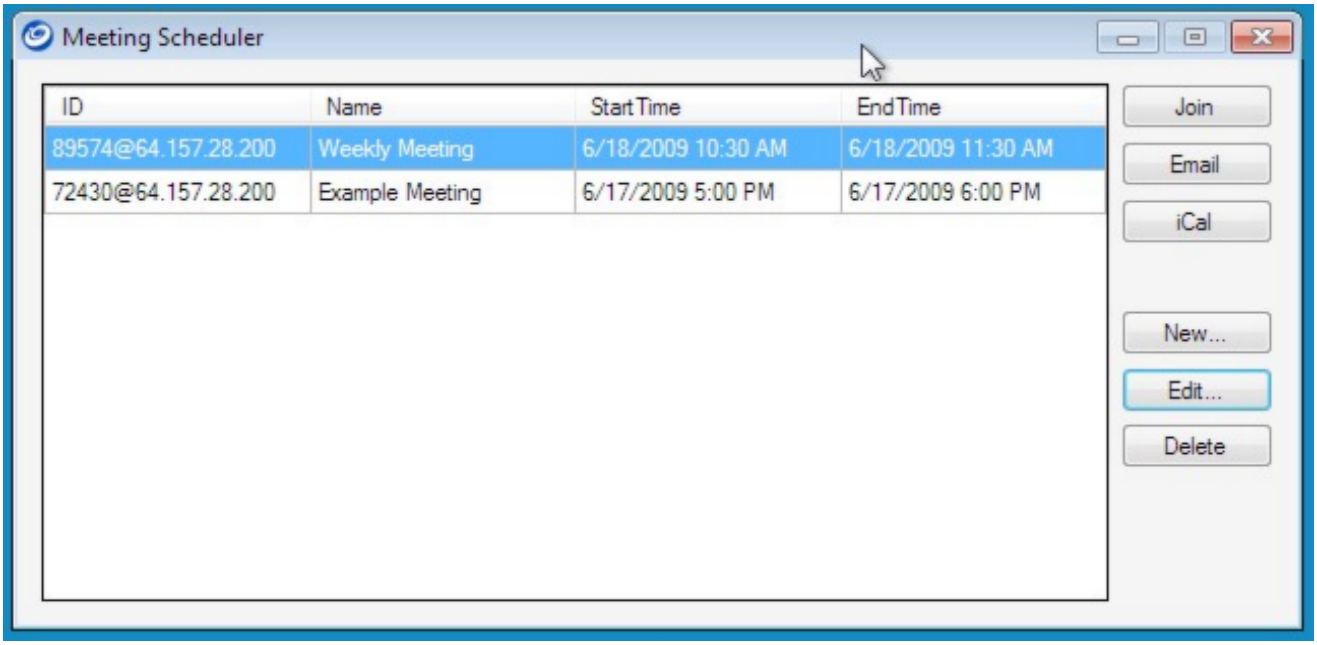
Advanced Scheduling Settings

Copyright © 2008, inSORS Integrated Communications



Meeting Limits

The Advanced options provide a way for meeting owners to define and enforce various limits on meetings they create. For example, a meeting owner may wish to force all users who join his/her meeting to use a specific video codec.



Once a meeting has been added, you may wish to highlight a meeting and click one or more of the following adjacent buttons on this dialog:

Click the **Join** button to instruct ig to join the selected meetings. Users may join scheduled meetings up to 30 minutes before the specified start time.

Click the **Email** button will create a new email message using your default messaging program (e.g., Thunderbird, Entourage, Outlook) with the meeting particulars and a direct URL link to the meeting included in the body of the message. Users may likewise click through the link to join the meeting.

Click the **iCal** button to generate and save a file which can then be imported into many messaging/calendar software applications such as Outlook/Exchange, Notes, iCal, etc.). An imported Calendar item will contain a direct URL link to the meeting.

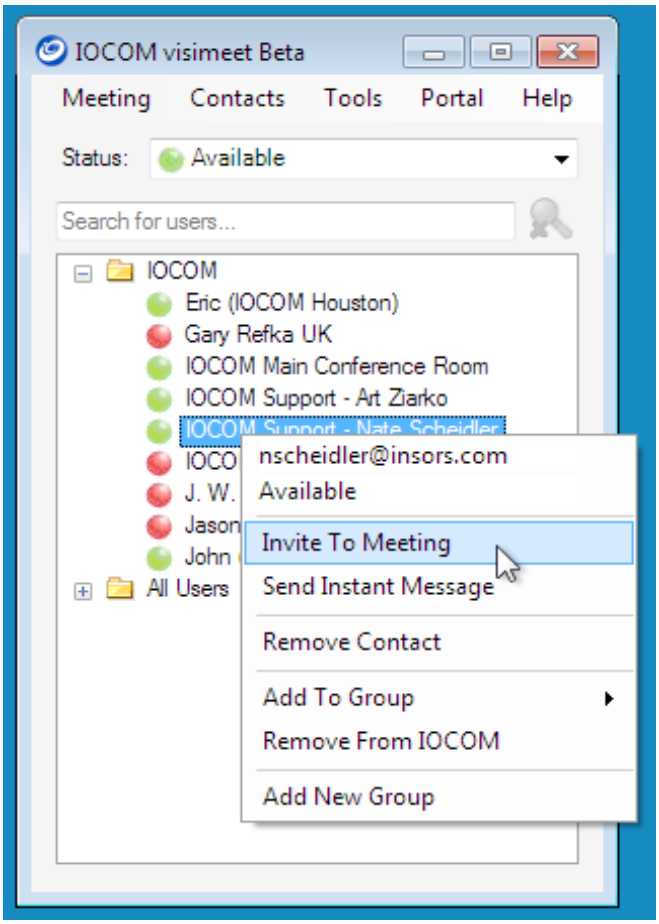
Click the **Delete** button to remove the selected meeting from the schedule.

Copyright © 2008, inSORS Integrated Communications

Instant Meetings

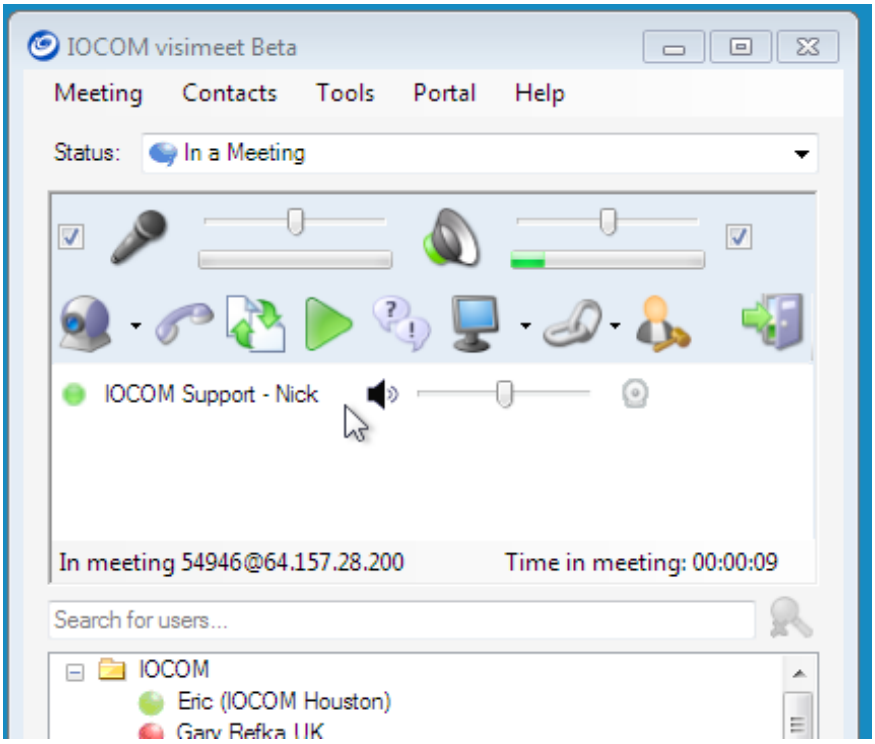
Send a Meeting Invitation

visimeet allows you to quickly invite individuals from your contact list into an instant meeting. To send a instant meeting invitation, right-click on the contact to be invited. In the menu that appears, select "Invite to Meeting"



You will then see a notification that your invitation has been sent. If the invitee(s) accepts this invitation, the notification box will indicate as much and your meeting will begin immediately.

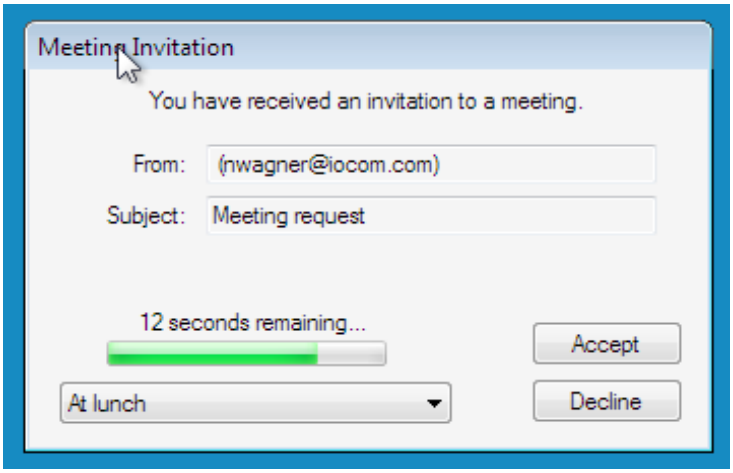
The visimeet window will change to show the meeting controls for your current meeting, and you will see the other meeting participants listed below the meeting control area.


IOCOM visimeet Beta
Meeting
Contacts
Tools
Portal
Help
Status:
In a Meeting
IOCOM Support - Nick
In meeting 54946@64.157.28.200
Time in meeting: 00:00:09
Search for users...
IOCOM
Eric (IOCOM Houston)

Copyright © 2008, inSORS Integrated Communications

Receive a Meeting Invitation

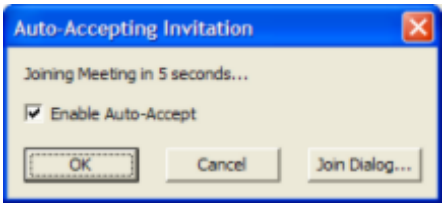
People who are already in a meeting or wish to initiate a new meeting may send you an invitation to join them. When you receive an invitation, you have the option to either accept the meeting, or reply with a quick one-line response from your Away Message list that you are not available.



When you click Accept Meeting, you will be immediately enter a visimeet meeting.

If you are already in a meeting and you receive an invitation, you have the additional option to invite that user to join your meeting instead.

You may optionally configure visimeet to automatically join meetings if/when you receive meeting invitation requests via the visimeet Options | Meeting tab. This option may be useful for room systems where meeting participants may not always be able to manually reply to a meeting request. Assuming this option is enabled, if/when your node receives a meeting request, instead of the standard invitation dialog, a dialog similar to the following will appear:

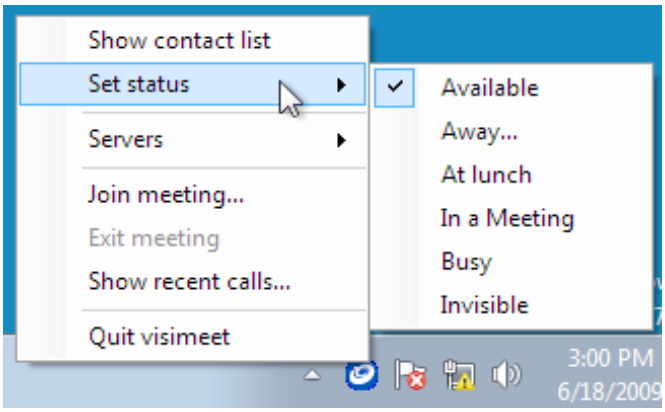


You have approximately 10 seconds to click **OK** to manually initiate join, **Cancel** to ignore the meeting invitation, or **Join Dialog...** to invoke the Join Meeting dialog box. If you don't reply to this dialog, your node will automatically be joined to the meeting using the default join mode and settings.

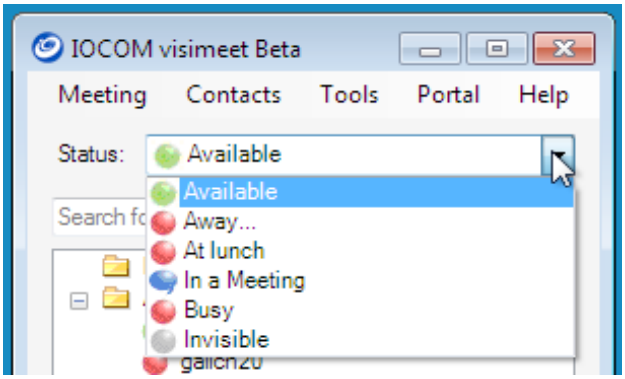
Away Status

If you are away from your computer, or temporarily do not wish to receive invitations, visimeet can set your status as away. The visimeet Options | Meeting tab contains a delay setting for Auto away status. If you do not use the keyboard or mouse for the period of time set in the Auto away after field, visimeet will respond to any invitations stating you are away. When your current status is set as away, your visimeet icon will appear in your Windows system tray as follows:

Furthermore, to users trying attempting to invite you to a meeting, your node name will appear with a red icon in their Contact list. You may wish to manually set your status as Away by right clicking the IO icon in your systray:



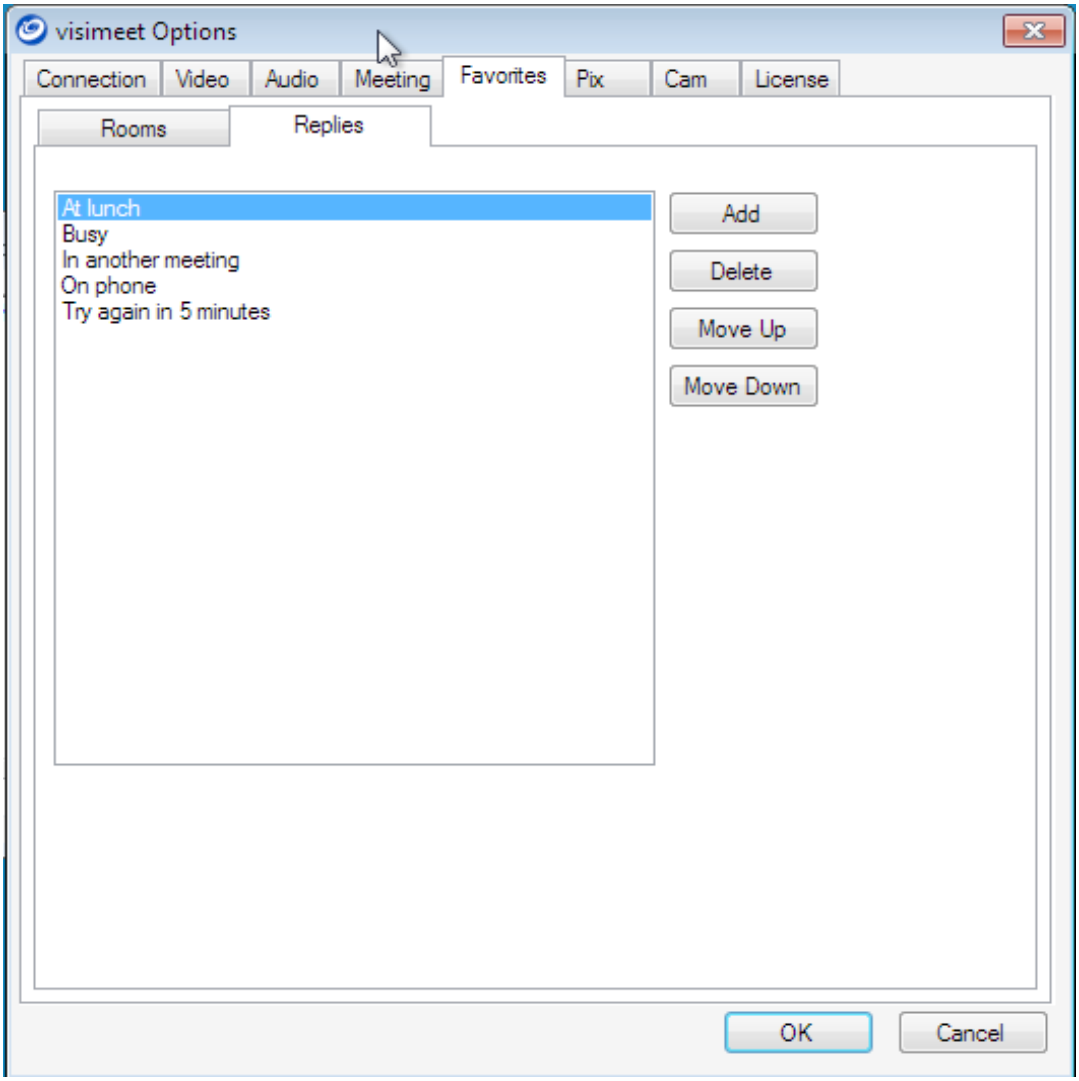
...and selecting the **Set Status** option via the menu that appears. You may also set your status in the visimeet window using the **Status**: dropdown menu.



Adding and Modifying Status Messages

You may add new status messages using the visimeet Options | Favorites -> Replies tab.

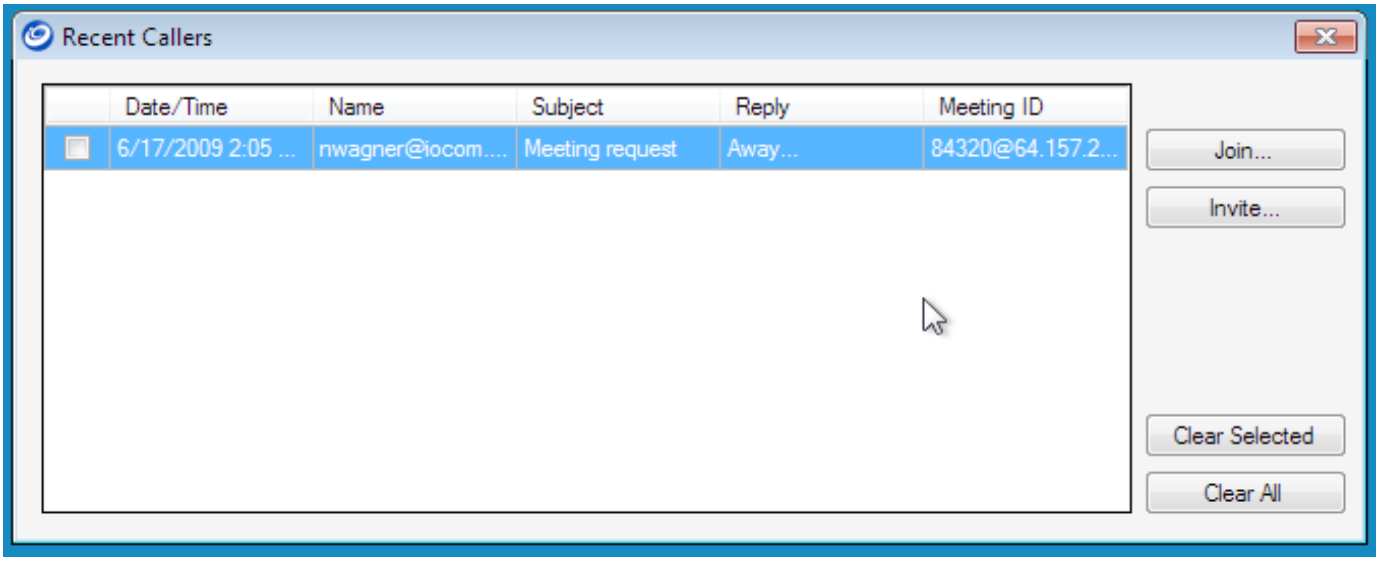
Copyright © 2008, inSORS Integrated Communications



Copyright © 2008, inSORS Integrated Communications

Recent Callers

If an visimeet user sends you an invitation, the invitation is automatically added to the Recent Callers list under the visimeet Tools menu along with your reply. To manually invoke the Recent Callers dialog, open the visimeet Tools menu and select the Recent Callers option via the menu that appears. The Recent Callers dialog will appear:



From the list, you may highlight an entry and join the meeting you were invited to or invite the user contacting you to a new meeting. A description of the options available on this dialog follows:

Join allows you to join the meeting you were invited to if it is still in progress. If nobody is present when you join, the meeting may have ended or the person exited after being unable to contact you. You may want to invite them to a new meeting.

Invite will send a new meeting invitation to the person who invited you.

Clear Selected will delete all items in the recent callers list that are currently highlighted. This can help you keep track of which invitations you have responded to.

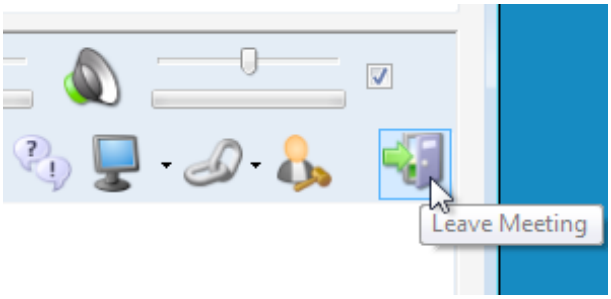
Delete All will clear your recent callers list.

Copyright © 2008, inSORS Integrated Communications

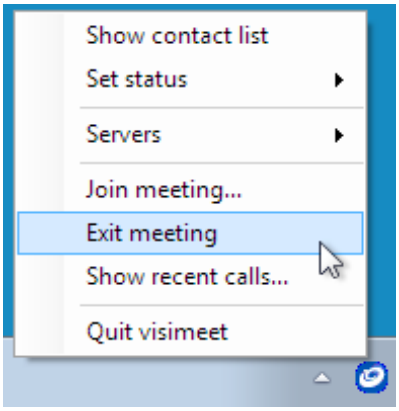
Ending your meeting

You may use either of the following methods to exit a meeting:

- Click the Leave Meeting icon button in the upper right-hand corner to exit the current meeting.



- Right-click the IOCOM icon and select Exit Meeting.

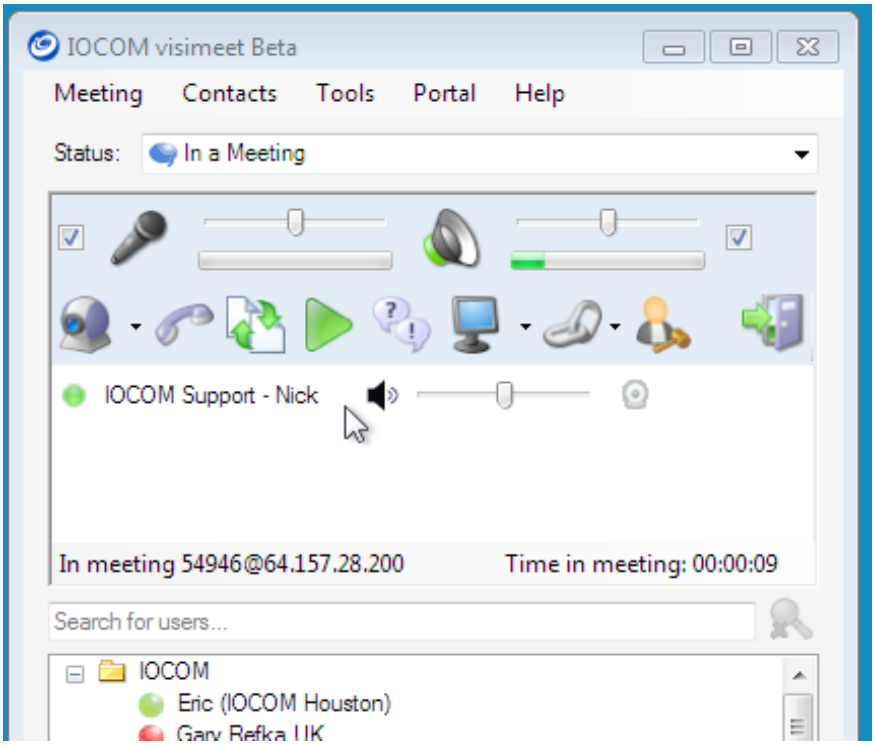


Copyright © 2008, inSORS Integrated Communications

Meeting Controls

Meeting Controls Overview

While in a meeting, the visimeet window changes to display meeting controls above the contacts list..



For more information on igClient functionality click through the links below.

visimeet Quick Reference

Video Controls
Managing Video Streams
Video Layout
Camera Control
Video Properties

Audio Controls

Sharing Other Information
Dialer
File
Whiteboard
Chat
Recorder
Pix
Web

Copyright © 2008, inSORS Integrated Communications

IOCOM visimeet Quick Reference

RECORDER
Record and playback audio, video, and data from a previous meeting

FILE
Upload and download files for easy distribution to other users in the meeting

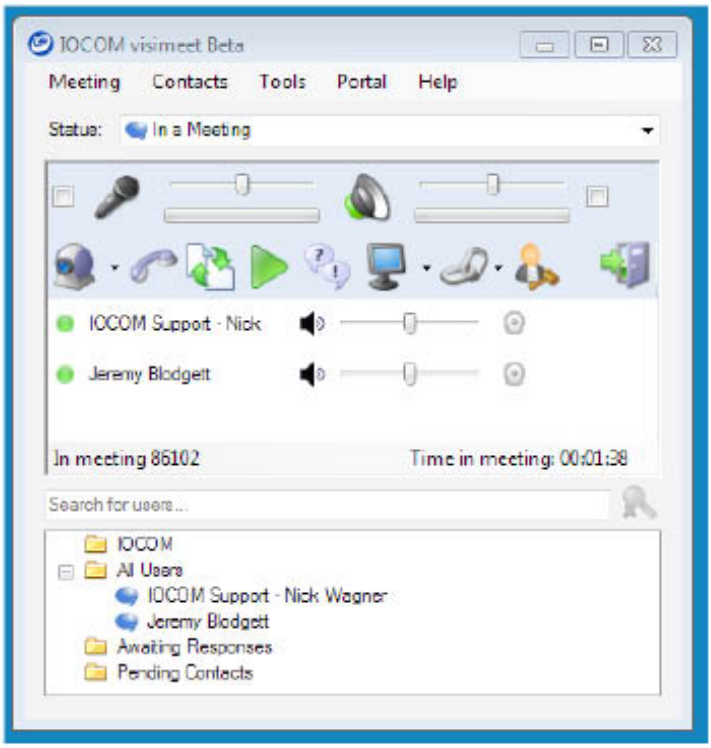
DIALER
Connect with telephone, H.323, and SIP endpoints. Specify a phone# or IP/hostname and click the Call button to initiate a connection

VIDEO OPTIONS
Displays a menu with various options for controlling video transmit, layout, and camera settings

PARTICIPANT LIST
Lists everyone currently in the meeting. Your own name will not appear here

MICROPHONE CONTROLS
Allows you to mute your microphone, or adjust your mic sensitivity

SOUND OUTPUT CONTROLS
Adjust master volume or mute/ unmute all audio from all meeting participants at once



CONTACT LIST
Lists your visimeet contacts and shows whether they are available to be invited into a meeting. Right-Click on a contact to invite

CHAT
Initiate private or publ based conversations meeting participants

PIX
Take a snapshot of yo desktop or applicatio send it to all users in meeting

MODERATOR
Meeting moderators meeting length, contro participates in a meeti enable or disable audi transmission into the

EXIT MEETING
Click to leave the curr

SITE VIDEO CON
Allows you to select to receive

SITE AUDIO CO
Allows you to adjust of each remote site s Unchecking the recei mute the site's audio

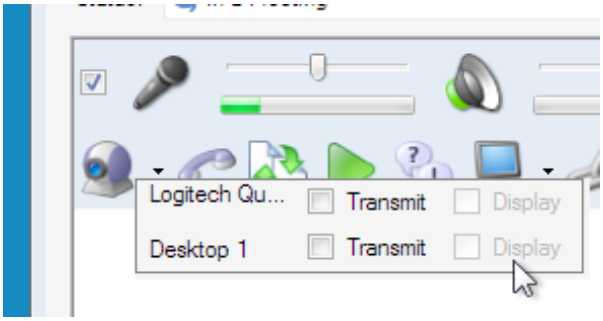
Copyright © 2008, inSORS Integrated Communications

Video Options

Managing Video Streams

The video camera buttons in the visimeet interface give you access to a variety of options for configuring and displaying video. In each video menu, selecting an item on a list will toggle its state between checked and unchecked. The large video camera button located on the left of the visimeet window provides options for local video.

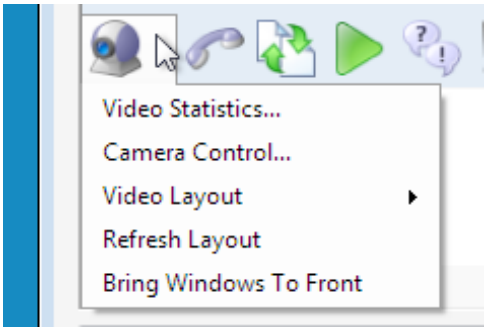
Click on the camera icon for options to transmit and/or display video streams from your system.



You will see a listing of all video devices available on your system, including cameras and desktops. Use the checkboxes to choose which video sources to transmit to other participants and/or display on your own system. If you elect to transmit your desktop, other meeting participants will see a full-motion video of your entire screen and all open applications and windows.

Advanced Video Options

Click on the arrow next to the Camera icon for more video options.



Video Statistics - Clicking this menu item invokes a dialog that allows you to monitor video performance for all video devices in a meeting.

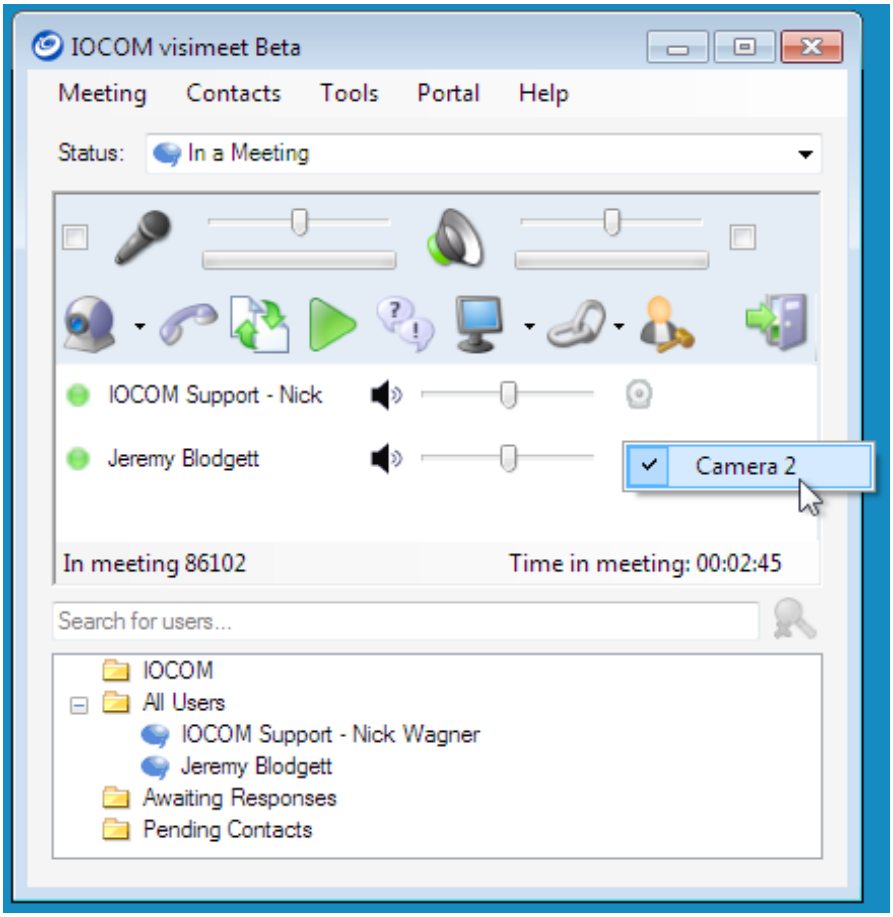
Camera Control - Clicking this menu item launches the Cam application. Camera control only works with Pan Tilt Zoom cameras connected to a computer via a serial cable.

Video Layout - This submenu provides various options for displaying video windows on your desktop(s).

Refresh Layout will retile video windows in the selected Layout area.

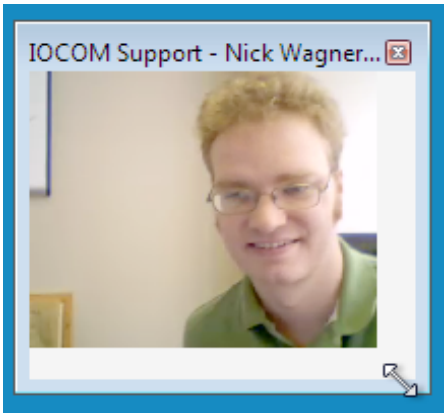
The smaller video camera icons next to the individual sites provide access to their cameras and the camera control option for that particular site. De-selecting a video window will remove the camera from your screen and reduce your bandwidth load. When a site has cameras that are not being displayed, the camera icon for that site will be highlighted in red. If a site does not have any cameras to display, the camera icon will be

grayed out.

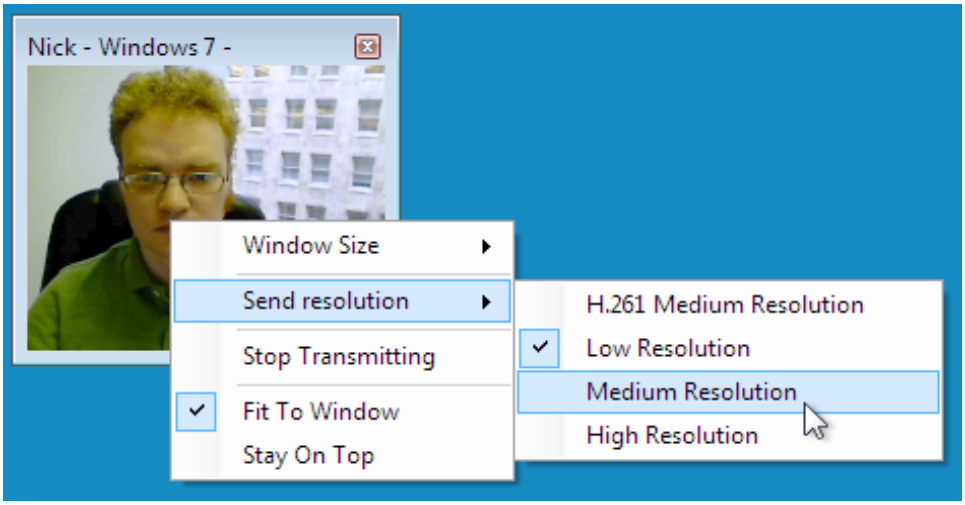

IOCOM visimeet Beta
Meeting
Contacts
Tools
Portal
Help
Status:
In a Meeting
IOCOM Support - Nick
Jeremy Blodgett
Camera 2
In meeting 86102
Time in meeting: 00:02:45
Search for users...
IOCOM
All Users
IOCOM Support - Nick Wagner
Jeremy Blodgett
Awaiting Responses
Pending Contacts

Video Windows

You may access various video display options by right-clicking on a video window. For example, the video image may be re-sized to a fixed default size by selecting the desired size on the context menu or by typing a (i.e, S M L X) keyboard shortcut. To custom resize a video window, hover your mouse over the lower right hand corner of a video window until the diagonal resize cursor (i.e., ⤡) appears and drag the video window diagonally to the desired size.



By default, video windows are displayed in a scalable *Fit to Window* format. This option may be enabled/disabled on each video window by checking/unchecking the *Fit to Window* option via that video window's right-click context menu. When this option is enabled, the video image will be scale resized as you resize the video window. When the *Fit to Window* option is disabled, the video image is displayed in it's native format (e.g., 960x720) regardless of the size of the video window. Bear in mind that some codecs capture video at a lower resolutions and video will likewise appear fuzzy or grainy when displayed in larger window sizes. If you wish to quickly change the transmit video codec, right-click your own video window(s) and select the desired transmit codec via the context menu that appears.



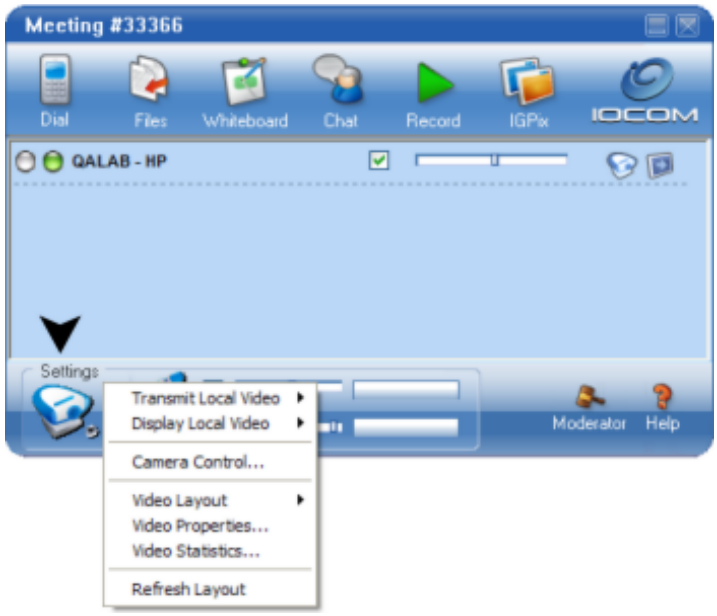
These codec context menu items will only appear on your own transmit video window. They will not appear on video windows from other sites. Assuming your camera or capture device supports it, you may also see high definition 'HD' codec options on your transmit window's right click context menu. To select these particular options, your visimeet account must be licensed to transmit HD video. Contact IOCOM Support for more information on licensing your visimeet account for HD.

You may close a video window by either clicking on the close button ( ) in the title bar or by unchecking that particular node's camera via its' Video Options menu. If you close your own video window(s), you will be prompted to stop transmitting that video stream to other participants. Closing your own or other video windows will likewise lower your CPU usage and bandwidth consumption.

Copyright © 2008, inSORS Integrated Communications

Video Layout

Video Layout is used to designate a default video window size and/or area on your desktop for the display of such video windows. You may quickly select a default video window size by clicking the master Video options button:



...and selecting **Video Layout | Full screen of small images** to display all video windows in small format or **Video Layout | Full screen of medium images** to display all video windows in medium format.

By default, visimeet is configured to fill your screen with small video windows. Execute the following steps to modify your default desktop Video Layout.

- Select the **Default Window Size** for the individual video windows. Unless you typically meet with a small number of meeting participants or you have a high screen resolution, it is recommended that you select the small window size.

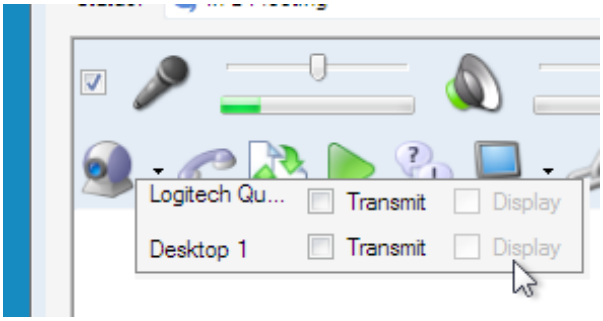
- Select the desktop area, in which, you wish to display video windows by clicking the left mouse button and dragging across the white area to make a selection box. As you drag, blue boxes will appear roughly reflecting the location where spawned video windows will be displayed on your desktop. When you are satisfied with the layout, click the **OK** button.

Any open video windows should be refreshed and will reappear on your desktop in the specified layout. You may optionally refresh your layout by selecting the **Refresh Layout** option via the master Video options menu or pressing the F5 key on your keyboard.

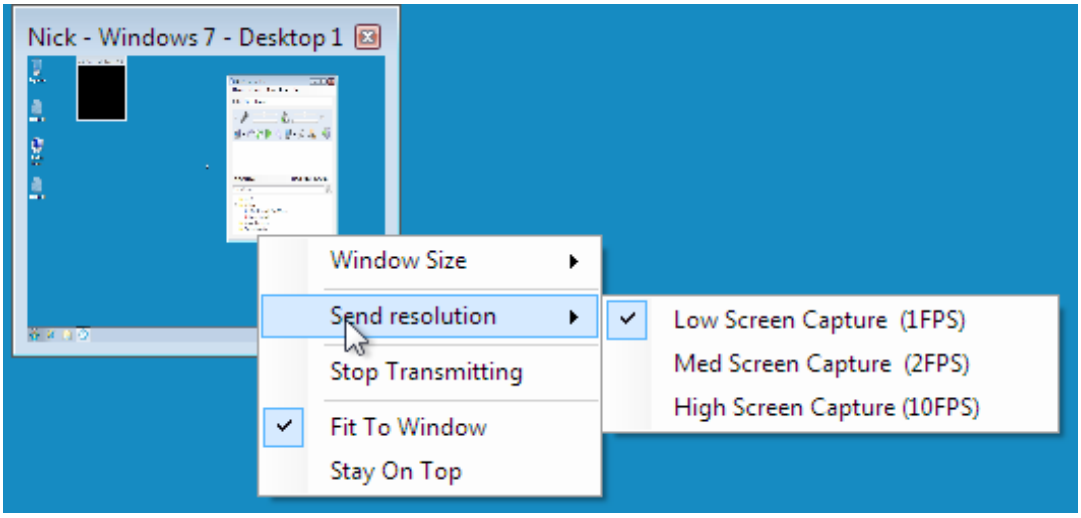
Copyright © 2008, inSORS Integrated Communications

Desktop Capture

In addition to transmitting video from cameras, you may also optionally transmit video from your desktop(s) into a meeting. Furthermore, you may transmit video from other VGA/DVI sources using a capture device available from vendors such as Datapath or Epiphan. Desktop capture video is transmitted at lower frame rates than standard video. You may enable transmission of your desktop, after you have joined a meeting, via the Video options.



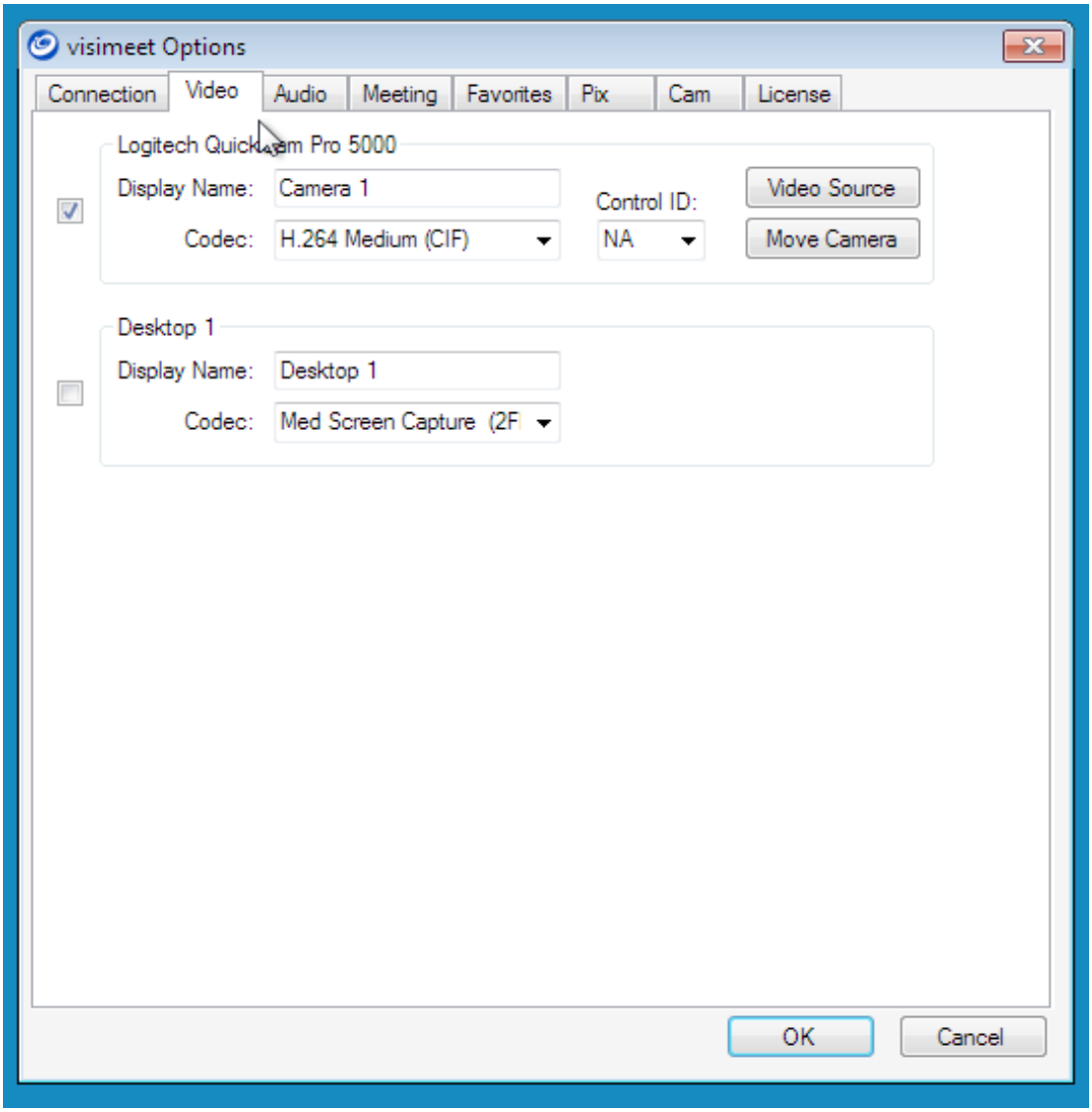
Select an unchecked desktop capture item via the menu that appears to enable transmission of video from that particular desktop/device. If your system is configured with multiple displays, you should see an item (e.g., Desktop 1, Desktop 2) for each display and you may likewise enable/disable transmission for these displays independently from each other. Any connected desktop capture devices are also displayed on this menu and may be similarly enabled/disabled. Desktop capture video may also be enabled and/or configured, while in a meeting, via the dialog. To quickly modify the transmission codec for your desktop capture video, right click the title bar of a transmit video window and select an alternate codec via the menu that appears.



By default, desktop capture video windows are displayed in a scalable *Fit to Window* format. This option may be enabled/disabled on each desktop capture video window by checking/unchecking the *Fit to Window* option via that desktop capture video window's right-click context menu. When this option is enabled, the desktop capture video image will be scale resized as you resize the video window. When the *Fit to Window* option is disabled, the desktop capture video image is displayed (with scroll bars if necessary) in it's native format (e.g., 1280x1024) regardless of the size of the video window.

To specify a default desktop capture codec or enable auto-transmission of a desktop device on meeting join, open the visimeet Options | Video tab:

Copyright © 2008, inSORS Integrated Communications

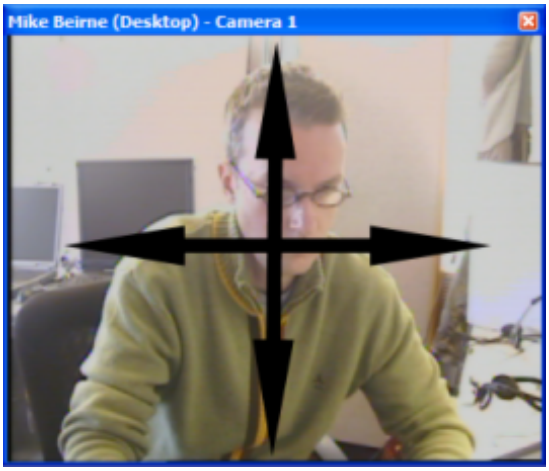


...and select the desired default codec via *Desktop capture codec* drop-down. To automatically transmit video from a desktop capture device on meeting join, check the checkbox in the appropriate device group box. You may also specify a default video codec for that device in the adjacent drop-down box.

Copyright © 2008, inSORS Integrated Communications

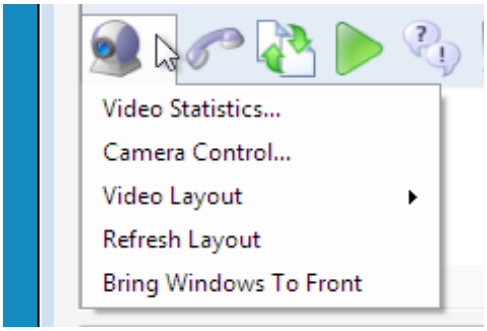
Camera Control

There are two methods for controlling PTZ cameras in ig. For simple pan and tilt operations, you may drag left/right or up/down over a video window to move a PTZ controllable camera accordingly:

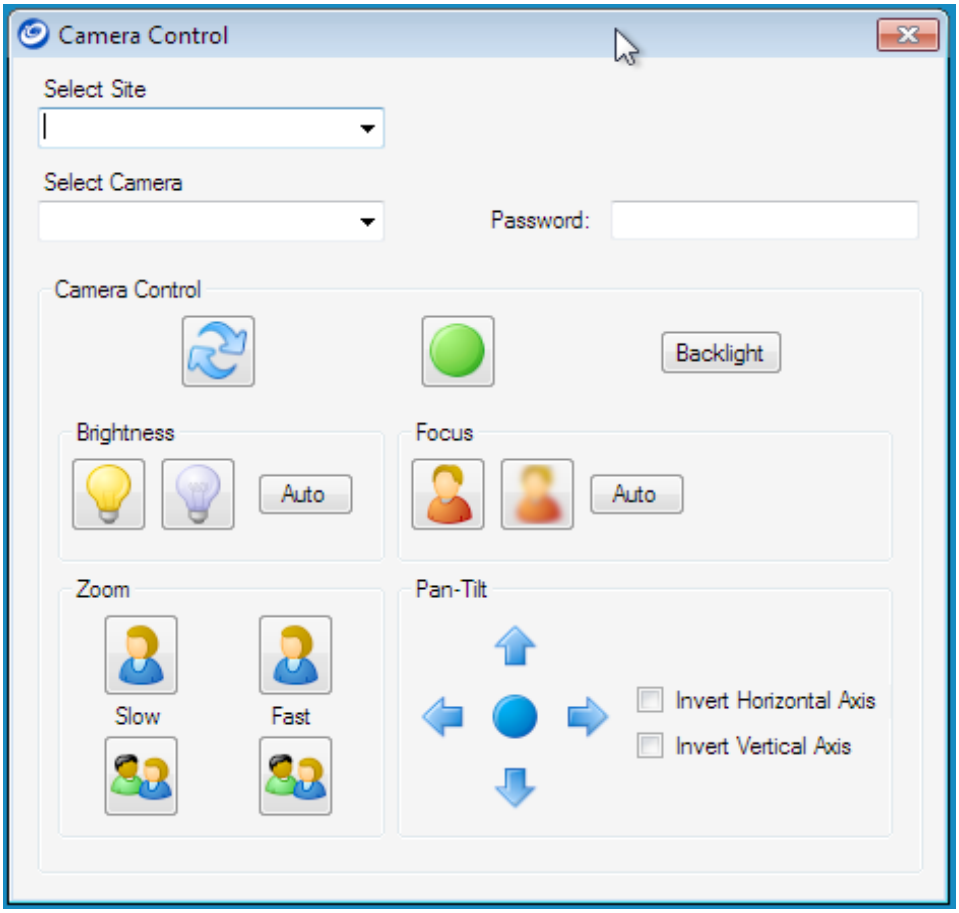


You may also zoom in or out by moving the mouse scroll wheel up or down:

For more advanced camera control options, click the Video options button in visimeet:



...and select the **Camera Control** option via the menu that appears to invoke an application named igCam.



You may control the pan-tilt-zoom cameras connected to other meeting nodes using igCam. If you aren't able to select a camera to control and/or the controls are grayed it may be due to one of the following reasons:

- No PTZ cameras are present or powered on
- The control (VISCA) cables for the cameras are disconnected
- The site is not allowing remote control
- The site is not running IOCOM software
- You are connected to meeting via multicast

A description of the various igCam options follows:

Allow Remote Control - To prevent remote users from controlling your cameras, uncheck the box.

Password - By entering a password in this box, remote users who wish to control your cameras must enter a matching password in the same box. Default is blank.

Preset Save - Allows you to save the existing local camera configuration. This simplifies recurring meetings in shared conference rooms and lets you easily reset your local camera v iews to your preferences. (Not available on Mac)

Preset Load - Allows you to load a previously saved camera preset file. (Not available on Mac)

Reconnect - The reconnect button causes the software to verify the connection of all your cameras. This should only be necessary if you have added or deleted a camera while in session.

Reset - This will reset the camera selected, as though you had turned the camera off and then on again.

Backlight - This toggles the camera's backlight mode. Backlight is used when the majority of the light in a room is behind the subject that is being transmitted such as when a window is behind the user.

Power - This turns the camera off and on. When off the camera is still receiving power but is not transmitting images.

Brightness - This allows you to manually adjust the brightness level of the image being sent. Plus brightens the image while minus darkens the image.

Focus - This allow you to adjust the focus of the camera. The camera's default is auto focus, which may not always be desired. Auto focus focuses on the dominant feature in the image window.

Zoom - The zoom allows you to zoom in and out with the camera. **T** zooms in, **W** zooms out.

Pan/Tilt - The pointer allow you to move the cameras up/down and left/right by clicking on the appropriate arrow. The H in the center returns the camera to the "home" (centered) position.

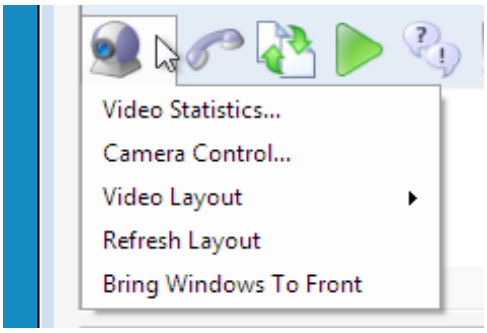
Invert Horizontal Axis - This changes which way the camera will move when panning left or right. When checked, the camera will move left and right in relation to the image being shown. When unchecked the camera will move left and right in relation to a viewer looking at the camera.

Invert Vertical Axis - This changes which way the camera will move when panning up or down. When checked the camera will pan down when the up-arrow Pan-Tilt control is clicked. When unchecked the camera will pan up when the up-arrow Pan-Tilt control is clicked. This setting may be useful for PTZ cameras that are mounted upside down.

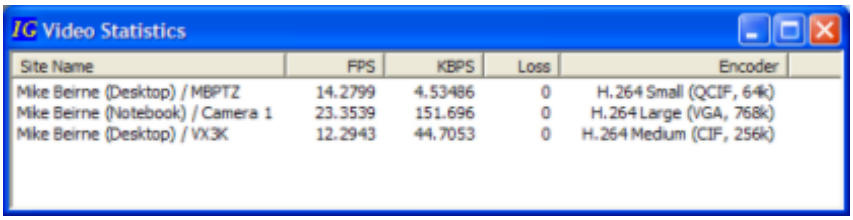
Copyright © 2008, inSORS Integrated Communications

Video Statistics

The Video Statistics dialog allows you to monitor various video performance metrics in real time while in a meeting. Click the igClient Video options button:



...and select **Video Statistics** via the menu that appears to invoke the Video Statistics dialog:



Each video source (including local cameras) in the meeting will be listed in the Video Statistics dialog. The video source node/camera name is listed under the *Site Name* column while the adjacent *fps* (frames per second), *kbps* (Kilobits per second), and *Loss* columns detail real time video performance statistics. This information may be helpful when optimizing in-meeting Bandwidth and/or Framerate settings via the Video Properties dialog.

Copyright © 2008, inSORS Integrated Communications

Priority Video

If the number of participants in the conference is large, or some sites have bandwidth limitations, priority video can ensure that participants see the most essential video streams.

Sending Priority Video

Priority video is selected by selecting a video window and pressing a number from 1 through 9 on your keyboard with 1 receiving the highest priority. The number will appear in the upper left corner of the video window and the window will be displayed to participants in the selective video channel. You can remove priority from a video window by selecting the window pressing the number key associated with it.

Receiving Priority Video

To receive priority video, connect using the selective video conference channel option in the Join dialog. You may still open video windows normally if you wish and priority video windows will open automatically as they are activated.

Copyright © 2008, inSORS Integrated Communications

Audio Controls

If this is your first time using visimeet, you may need to adjust your audio input and/or output levels. The following illustration details the available Audio controls in visimeet:

Sending Audio

In the visimeet window, the checkbox adjacent the microphone icon turns your audio send on and off. When it is checked, audio is being transmitted to other users in the meeting. The slide bar controls the transmission strength of the audio stream. Typically, when you enter an instant or scheduled meeting, your microphone is enabled. When entering a virtual conference room, your microphone will typically be disabled and must be manually enabled before others will be able to hear you. Assuming your audio is being sent from your computer to other meeting participants, the meter above the microphone slider should display audio input levels. If other participants are having difficulty hearing you, please refer to the suggestions detailed in the audio troubleshooting section.

Receiving Audio

In the visimeet window, the checkbox adjacent to the speaker icon enables/disables audio being sent to your headset or speakers. The slider bar controls the aggregate audio output level and the adjacent meter approximates audio output levels. You may also optionally mute/un-mute all sound from all nodes by clicking the speaker icon and selecting Mute All Sites/Un-Mute All Sites via the menu that appears. Additionally, their is a slider adjacent to each node listed in the center pane that allows you to control the audio level received from that particular site. You may also mute the audio from a specific node by clearing the checkbox adjacent to that node's listing in the center pane. Be aware that this does not mute your audio transmission to that particular site. Site-specific audio control/mute is very helpful because you may eliminate distracting sounds from a particular location without interrupting audio from other nodes. If you are having difficulty with receiving or transmitting clear audio, please refer to the audio troubleshooting section.

Transmission Status indicators

The colored dots to the left of each meeting site indicates the state of the audio transmission between your site and each remote site. The dot to the left displays the status of audio being transmitted from your site to the remote site. The dot on the right displays the status of audio being transmitted to your site from the remote site. If a dot is green, the audio transmission is healthy. If the dot is yellow or red, some audio data is being lost during the transmission and you may likewise experience audio quality issues. If the dot is clear, no traffic is being transmitted/received.

Copyright © 2008, inSORS Integrated Communications

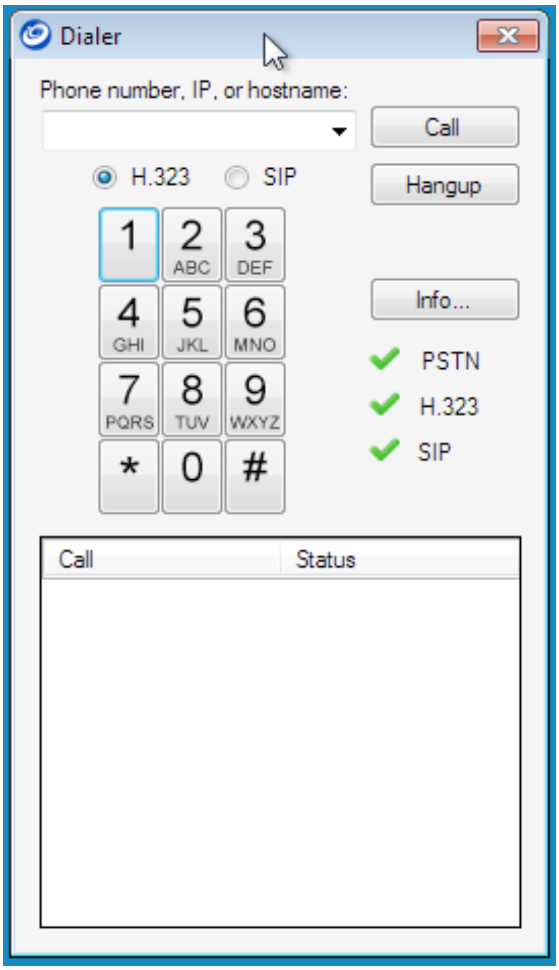
Sharing other information

Dialer

The visimeet Dialer allows telephone participants (PSTN) and traditional IP (H.323/SIP) video conferencing systems to participate in your meetings. Your visimeet server may or may not have this feature enabled and will have a limitation to how many connections are allowed at any given time. The green check marks show what features are available. If not, check with your IOCOM sales representative for information on adding this feature.

You may access Dialer by clicking on the **Dial** icon located on the toolbar near the top of the igClient user interface:

To use Dialer, type the desired phone number or the IP address of the video conference endpoint and then click the **Call** button. To end a call, select the call you wish to end and click the **Hang Up** button.



You may use the phone keypad to enter the number to dial or to navigate phone menus you may encounter when dialing. The number entry field is a drop-down menu that remembers the last ten dialed numbers or IP addresses.

Many H.323 video conference endpoints should be able to send and receive both audio and video from visimeet meetings. visimeet meeting participants may select which video stream to transmit to such

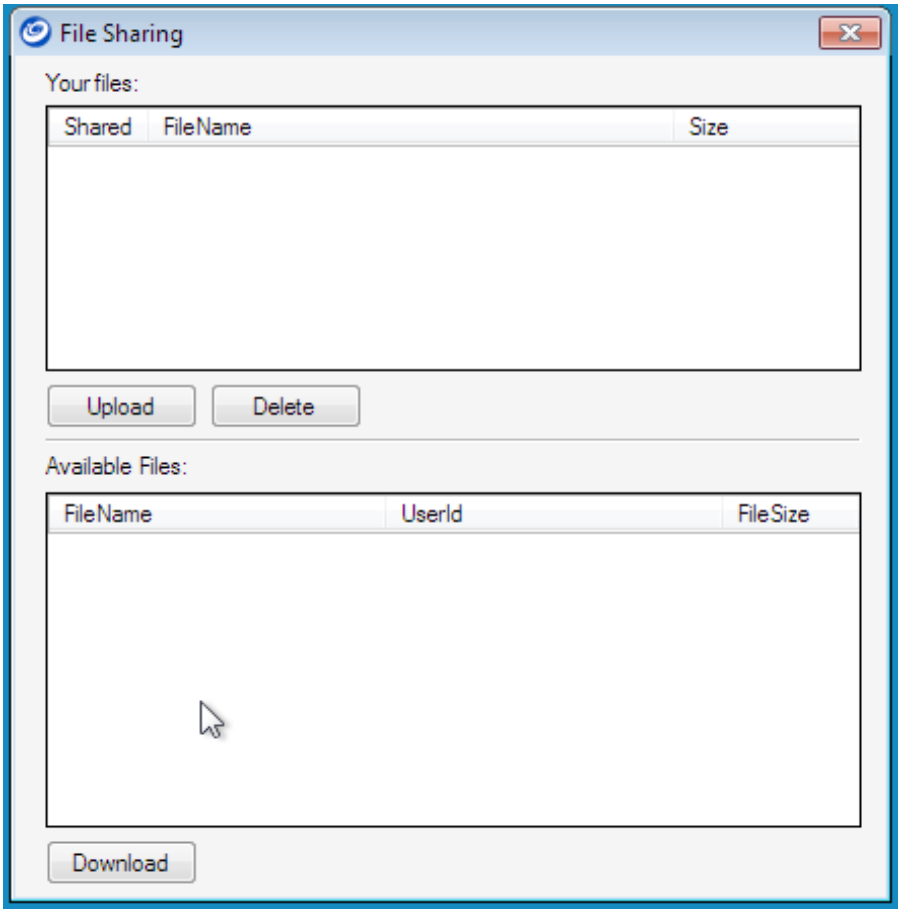
endpoints via the priority video function. To specify a priority order for video streams in a meeting, select a video window and press a number key from 1 to 9 with 1 being the highest priority v ideo stream. The title bar of the video window will change to reflect the priority number assigned to that particular stream. The #1# priority video window is typically the stream that H.323 endpoints will receiv e and view accordingly. These endpoints may also view Pix presentations by entering an appropriate viewing URL.

Copyright © 2008, inSORS Integrated Communications

File

visimeet File allows you to distribute files easily to other meeting participants. You may access v isimeet File by clicking on the **Files** icon on the toolbar near the top of igClient.

Each user has 10mb of space (this limit is configurable by your system administrator if necessary) allocated on the IOCOM visimeet server for their use.



Add files to be shared by dragging them from your desktop into the upper box, or by using the Upload button. Remove files by selecting them and clicking the **Delete** button. Download files by selecting them from the Available Files list and subsequently click the **Download** button. When you share a file, all meeting participants will be notified by a brief audio tone in addition to a green highlight on the File icon.

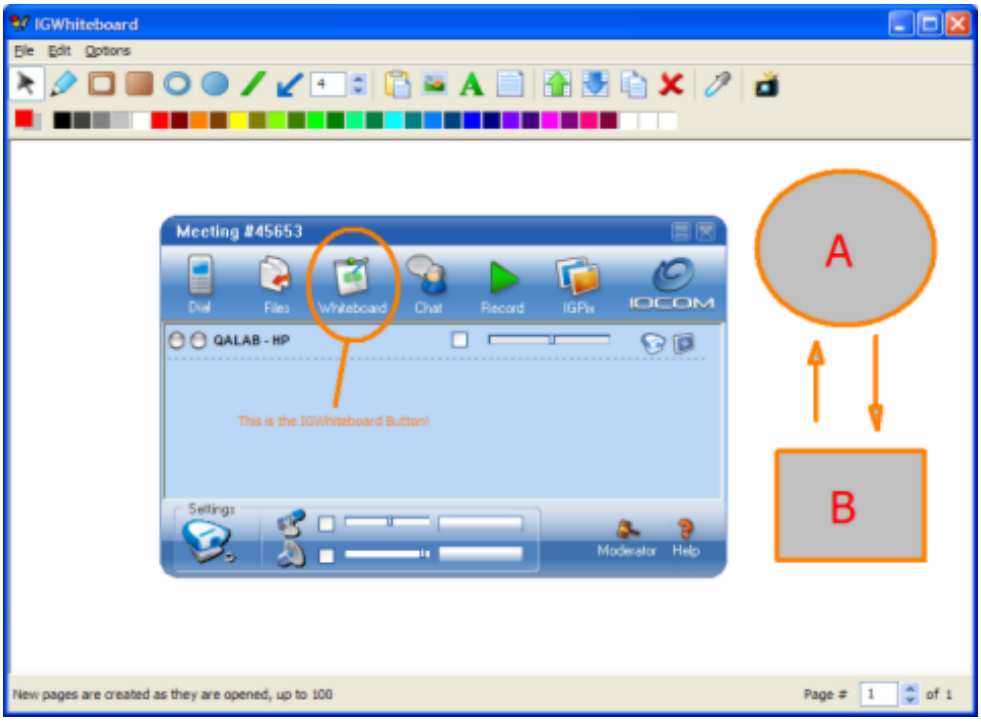
Copyright © 2008, inSORS Integrated Communications

Whiteboard

Note: Whiteboard functionality has not yet been implemented in the visimeet Beta software. The following discussion relates to a previous version of the IOCOM software.

visimeet Whiteboard is the electronic equivalent of a physical whiteboard. You may use it to do such things as draw diagrams, illustrate workflows, and annotate images. All updates to a whiteboard in a meeting are shared with all users in that particular meeting, in real time. You may likewise save a rendered whiteboard as an editable Whiteboard file for use in a future meeting or as a simple image file for portability. To invoke the whiteboard application, while in a meeting, click the Whiteboard icon in visimeet.

The Whiteboard dialog will appear:



Drawing Objects on the Whiteboard

Click the appropriate toolbar (e.g., Draw an Arrow, Add Text) button for the object type you wish to render on your whiteboard. The toolbar button for the selected object type will likewise be displayed in a depressed state on your toolbar. If desired, you may modify various object and/or whiteboard parameters via the toolbar or Options menu. Once you've selected an object type, move your cursor to the area on the whiteboard where you'd like to place this object and click and/or hold your left mouse button while drawing on the whiteboard. The selected object type will appear on the whiteboard and can be viewed by other meeting participants in the meeting, in real time. The object will appear on remote whiteboards shortly after you finish rendering it.

Modifying Objects on the Whiteboard

To modify an existing object, click the Select a currently drawn item toolbar button and subsequently right-click the object you wish to modify on the whiteboard. A menu with the available options for this object will appear.

Adding and Changing Whiteboard Pages

Clicking the arrow up icon:

...in the lower right corner of the Whiteboard application will add a new page to your whiteboard. You may subsequently move between whiteboard pages by using the up/down arrow keys.

Clearing the Whiteboard

Select Edit | Clear Current Page/Clear All Pages via the menu bar to clear whiteboard page(s) for all meeting participants.

Refresh Whiteboard

If you would like to refresh the whiteboard with the latest updates from all meeting participants, you may manually initiate a whiteboard update by clicking the Refresh button on your toolbar.

Copying Whiteboard To Clipboard

You may optionally save your whiteboard to the Windows clipboard for easy paste operations into other applications by selecting the *Copy Whiteboard to Clipboard* option via the Edit menu.

Saving Your Work

Your whiteboard work may be optionally saved as an Whiteboard editable object file (.wbo) for future meeting use. You may alternately save a whiteboard page as a .png/.jpg image file for use outside of the ig by selecting one of the Save...As Image options via the File menu.

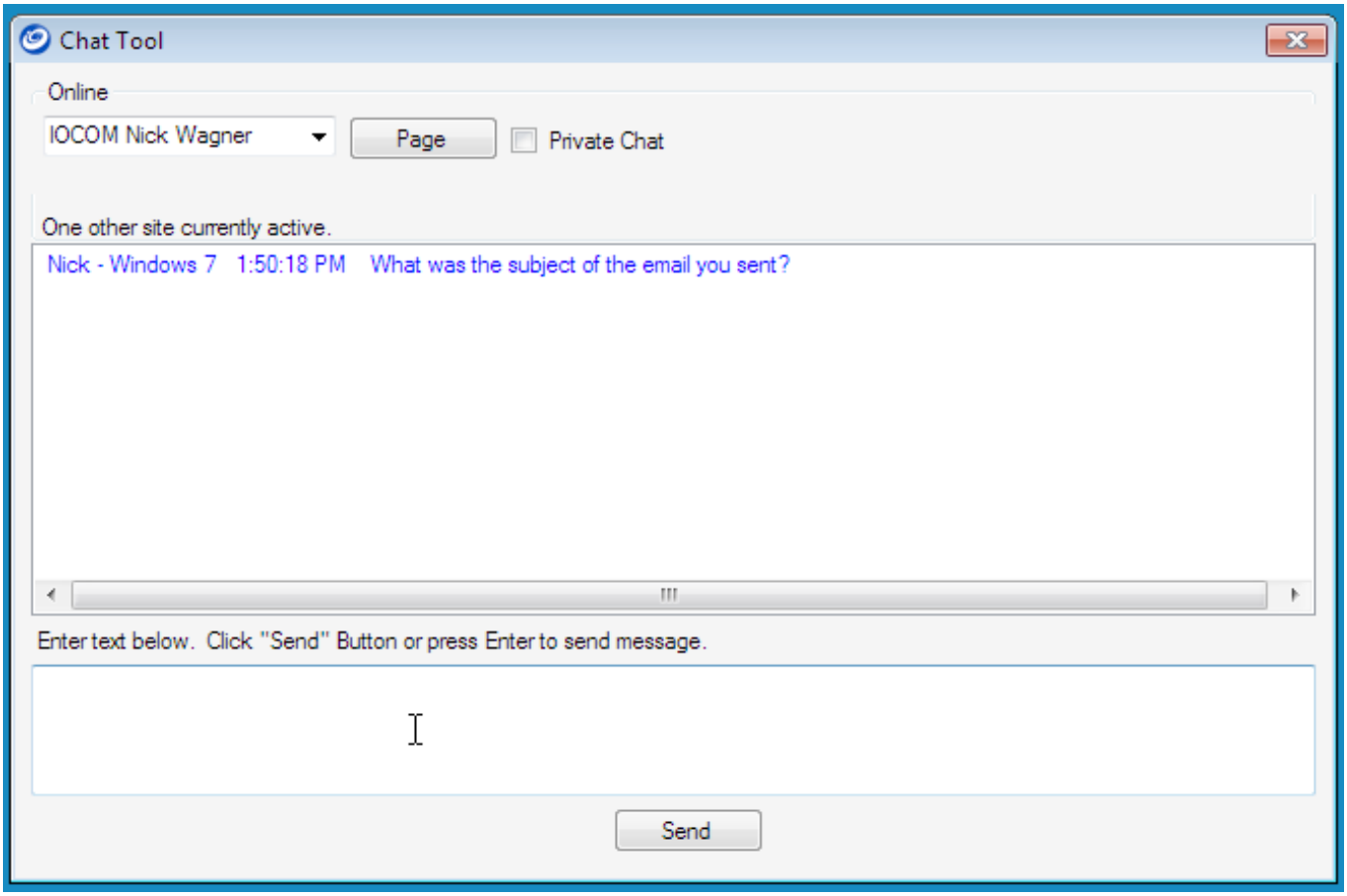
Whiteboard Compatibility and igPix Integration

The version of Whiteboard included in ig v. 1.1.x is not backwards compatible with some older version of the ig server and likewise older ig clients. When you try to invoke Whiteboard, you will typically be warned if Whiteboard is not compatible with the connected server. In such instances, you will not be able to share and collaborate on Whiteboard illustrations in real time while in meetings. You may, however, still share Whiteboard illustrations via igPix. To push an igPix capture of the current Whiteboard screen to all other meeting participants, simply click the Take an igPix Snapshot... toolbar button.

visimeet Chat

You may send text messages to other ig endpoints in your conference with v isimeet Chat. This means of communication can be useful when you don't want to interrupt other speaking meeting participants. You may access visimeet Chat by clicking on the chat balloon icon on the toolbar near the bottom of the igClient dialog:

A dialog similar to the following will appear:


Chat Tool
Online
IOCOM Nick Wagner
Page
Private Chat
One other site currently active.
Nick - Windows 7 1:50:18 PM What was the subject of the email you sent?
Enter text below. Click "Send" Button or press Enter to send message.
Send

Public Chat

Meeting attendees running visimeet software appear in the drop down box in the upper left corner. Type messages you want to send in the lower box and click the Send button. All meeting participants will receiv e the time stamped message displayed on their chat window. Messages sent back and forth this way can be read by all meeting participants running visimeet.

Private Chat

Private Chat lets you send confidential messages to your selected person. Select a person in the upper left corner of visimeet Chat and check the Private Chat checkbox located in the upper right corner. Your private messages are displayed in red text and can only be read by the person you selected. Other people in the meeting do not have access to this text. Make sure you hav e selected the correct person and that the private chat button is on before responding to a private chat. The chat history is av ailable to all users throughout a meeting.

Paging a User

If you would like to verify that a user is available for chat, you may wish to page them. You can send a message an individual site by selecting it from this list and clicking the Page button. This pops up a dialog box on the invitee system prompting them to join your text chat. Accepting this page by clicking **Chat** automatically launches their visimeet Chat tool. Clicking **Busy** sends a busy response message back to you.

igRecorder

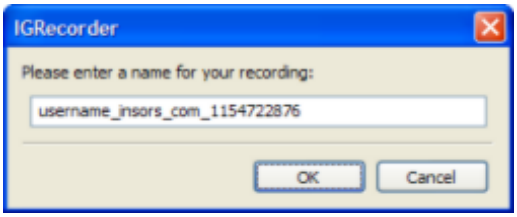
igRecorder lets you record and play back all of the audio/video content from your meeting. igRecorder is an optional feature and may not be available with your ig Server. For more information, please contact your IOCOM representative. You may access igRecorder by clicking on the green arrow icon that appears in the igClient toolbar.

Recordings are listed with their names, status, date, and size. Folders are also listed in blue font. Folders may be created by an ig Server administrator. The window also shows how much space is left on the ig Server to store recordings.

Please note that your user account must have privileges to play, create, and/or delete existing recordings. Please contact your ig Server administrator for more information.

Recording a session

To record a session, press the button. A dialog similar to the following dialog appears:



Type a name for the recording in the and click **OK** to start recording. The recording will appear at the top of the igRecorder file list and likewise be displayed in the Now Recording group.

Playing a recording

To play a recording, select the recording you wish to play and press the button. You may alternatley right-click it in the list and select *Play* via the menu that appears. The playing recording will be displayed in the Now Playing group. A delay may occur as the file is loaded and started. You may still collaborate with others in a meeting while a recording is being played. You may adjust the video display settings and volume of any of the streams in the recording as if it were a live session.

Playing a recording in the same session

To play a session that you just recorded, you must exit the current meeting and rejoin it.

Stopping a recording or playback

To stop a recording or playback session, click the the button in the Now Playing/Recording group.

Deleting a recording

To delete a recording, select it from the list and press the **Delete** button. You may alternatley right-click it in the list and select *Delete* via the menu that appears.

Renaming a recording

To rename a recording, right-click it in the listview and select *Rename* via the menu that appears. Specify a new name for the recording and click OK to apply update.

Moving a recording

To move a recording, right-click it in the listview and select *Move* via the menu that appears. Select the target folder where you would like to move the recording and click OK to execute move operation.

Copyright © 2008, inSORS Integrated Communications

Pix

Pix Overview

visimeet Pix captures images from your desktop and makes them av ailable for viewing (with or without ig software) via an Internet URL. To send an image, just click the Camera icon on the Pix toolbar. Captured images will automatically be displayed on the screens of ev eryone in your meeting. See the next section for further details.

Sending your Screen

You may send Pix images and updates each time you click the Pix icon on the v isimeet toolbar:

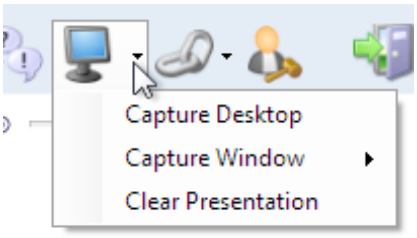
...or press the Alt+PrintScreen keyboard combination to send the activ e window or simply PrintScreen to send your entire desktop. The ig client will automatically open a v iewer window on all other meeting participants screen when capture is initiated. If this is your first time using igPix, a warning will be displayed warning you that you are sending a capture of your desktop to other users. This can be disabled in visimeet Options.

Using Pix to capture images from your desktop

Pix captures images from your primary display. This will usually be your leftmost display, and normally has the taskbar and icons on it. The image captured will be whatev er is on the desktop. When an capture is initiated, a box briefly flashes in the upper left corner of the screen with the words "sending capture" and a progress indicator. If you selected the Sound on Update feature, you will hear a noise similar to a camera shutter. Images are automatically updated for all v iewers as they are made available.

Sending a specific window

You may send the active window as an Pix capture by pressing Alt+Printscreen on your keyboard. You may alternately click the arrow next to the Pix icon v ia the visimeet toolbar, and select Capture Window. This displays a list of all open windows and applications on your system:



Select the window you wish to capture and click OK to send a capture of the specified window.

Copyright © 2008, inSORS Integrated Communications

PowerPoint with Pix

Sending a PowerPoint presentation

The people who are in your meeting running ig software will automatically get your PowerPoint presentation when you enter View Show mode. To capture a PowerPoint presentation in View Show mode, open your Microsoft PowerPoint slide show file and select View Show via the Slide Show menu. If you run your PowerPoint presentation in View Show mode, Pix will automatically capture the slide images during slide transitions; you do not need to manually update. Pix only captures still images, so effects such as sounds, video, animations and transitions will not be included.

Copyright © 2008, inSORS Integrated Communications

Changing the display your PowerPoint Show appears on

Some multi-monitor/projector configurations may wish to change the monitor or projector that the Slide Show appears on. To modify this setting execute these steps:

- In PowerPoint, go to the Slide Show menu
- Select Set Up Show
- In the Multiple monitors section, select the display you wish to use for the presentation. When you View Show, the slides will appear on the display you selected.

Please note, the display numbers are virtual. If you are unfamiliar with the numbering of your displays, run the identify function in the Windows display properties. To do this execute these steps:

- Right click on a blank area of the windows desktop
- Select Properties
- Click the Settings tab
- Click Identify

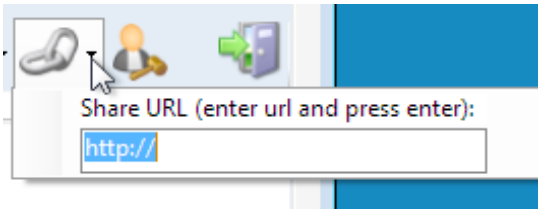
A large white number will appear in the middle of each screen indicating its virtual number. The virtual desktop in the upper section of this screen allows you to manipulate the order of the desktops in relation to each other.

Copyright © 2008, inSORS Integrated Communications

URL Share

URL Share allows you to quickly share URLs with other meeting participants. You may push web URLs to other meeting participants right inside Microsoft Internet Explorer 6.x+ and/or Mozilla Firefox 1.5.x+. To share a URL via one of the supported browsers, simply navigate to the web page you wish to share and click the URL Share ( ) button in the browser toolbar. That URL will likewise be opened in the default browser on the other meeting participant's system.

If you are not using an URL Share supported browser, you may optionally share a URL via the visimeet toolbar. To invoke the Share URL click on the "Link" Button in the visimeet toolbar.



On the Share URL dialog that appears, specify a valid URL and press enter. The specified URL will likewise displayed in a browser window on the other meeting participant's systems.

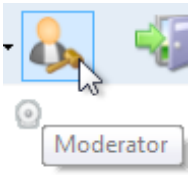
Often, during meetings where other participants push URLs and/or Pix slides to you, it is common to close open browser and/or igPixViewer windows during the course of the meeting. Any URLs (or Pix slides) previously pushed to you can be quickly redisplayed, while in the meeting, by clicking the Web Options button and selecting the specific URL/Pix item you wish to redisplay via the menu that appears.

The URL and/or Pix capture previously pushed from that node will likewise be reopened in your browser.

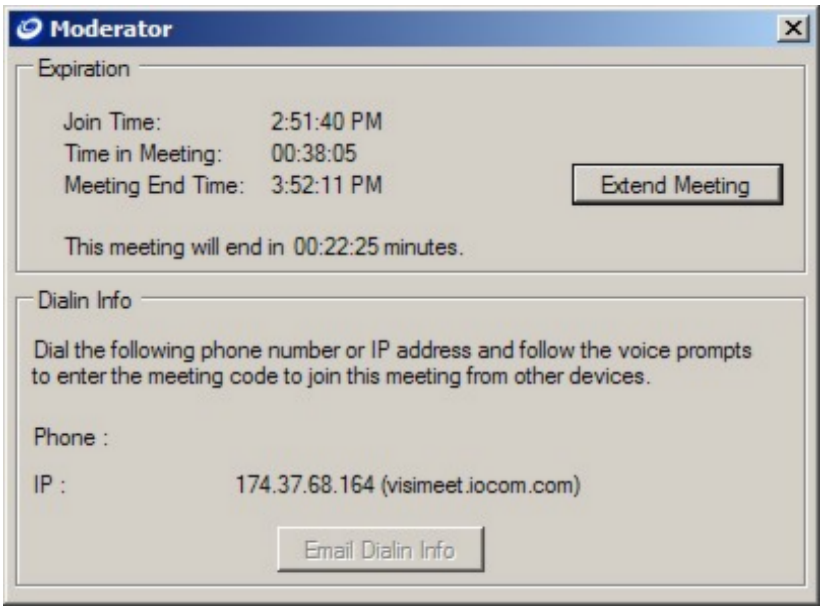
Copyright © 2008, inSORS Integrated Communications

Moderator

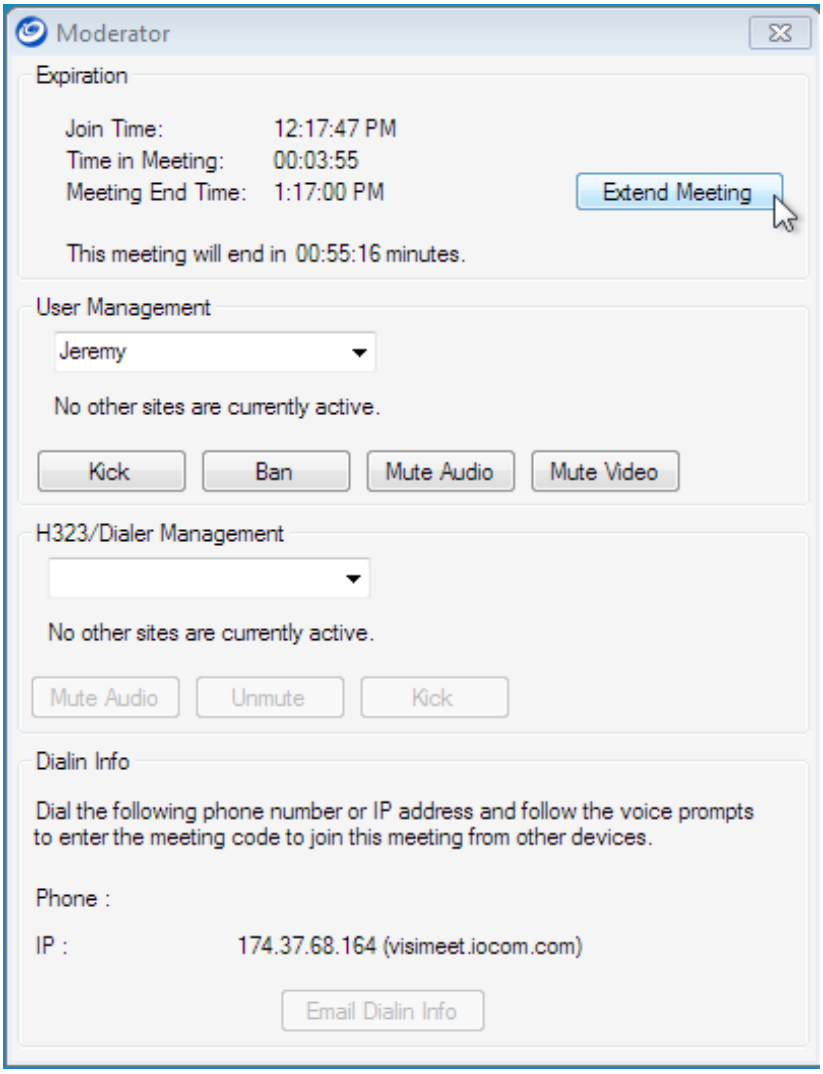
Moderator helps you maintain your meeting's schedule. You can access Moderator by clicking on the gavel icon in visimeet Toolbar.



Clicking on the Moderator icon will bring up a dialog similar to the one pictured below:


Moderator
Expiration
Join Time: 2:51:40 PM
Time in Meeting: 00:38:05
Meeting End Time: 3:52:11 PM
Extend Meeting
This meeting will end in 00:22:25 minutes.
Dialin Info
Dial the following phone number or IP address and follow the voice prompts to enter the meeting code to join this meeting from other devices.
Phone :
IP : 174.37.68.164 (visimeet.iocom.com)
Email Dialin Info

If you are a meeting creator or have been designated as a moderator, a dialog similar to the following will appear:



When you have a meeting with a set duration, Moderator will warn you 5 minutes before the end of the meeting. Additional reminders occur as you approach the scheduled end of the meeting. If you need additional time, open Moderator and click the **Extend Meeting** button. Each click of the button will extend the meeting duration by 30 minutes to a maximum of 1 hour. If the meeting is not extended, all participants will automatically exit at the scheduled end time. Assuming you are the meeting the meeting owner, you may optionally control who participates in a given meeting and toggle participants audio and video to the meeting,

The **User Management** group will only appear on the Moderator dialog if you are the meeting owner (creator) or explicitly designated as a moderator. To initiate a control option against another user in the meeting, select the site name via the User Management drop-down control and click one following buttons:

Kick - clicking this button will eject selected remote site from meeting and notify them accordingly. This site may optionally rejoin meeting if they choose to.

Ban - clicking this button will eject selected remote site from meeting and notify them according. If this site subsequently tries to rejoin the meeting, they will be notified that they have been banned and likewise prevented from joining the meeting.

Mute Audio - clicking this button will uncheck the selected remote site's Microphone Talk checkbox. The remote site will need to re-check this checkbox to continue transmitting audio to the meeting.

Mute Video - clicking this button will uncheck the disable transmission of the remote site's video devices. The remote site will need to re-enable transmission on each video device to continue transmitting video to the meeting.

The **H323/Dialer Management** group will only appear on the Moderator dialog if you are the meeting owner (creator) or explicitly designated as a moderator. To initiate a control option against another user in the meeting, select the site name via the User Management drop-down control and click one following buttons:

Mute - clicking this button will mute the audio for the selected H323/SIP/PSTN enpoint connected v ia Dialer.
d
Unmute - clicking this button will un-mute the audio for the selected H323/SIP/PSTN endpoint connected via Dialer.

Kick - clicking this button will eject the selected H323/SIP/PSTN endpoint from a meeting.

Copyright © 2008, inSORS Integrated Communications

Tips and Troubleshooting

Testing

It is a good idea to test your system before using it in a meeting to make sure your audio and v ideo settings are correct. If you are using a different server, contact your project manager for test procedures.

Some recommended tests are:

- Audio Quality - join a meeting with another site and listen to each other's audio levels to make sure that your microphones and speakers are adjusted properly.
- Video - verify that you can send and receive video using your camera and the desktop capture feature.
- Pix Capture - join a meeting, capture your desktop or PowerPoint presentation, and view your own presentation

If you are using the IOCOM hosted Unified Collaboration Server (visimeet server), you can join the **live network test room** to test your audio and video. The live network test provides a recurring audio stream, a desktop video loopback to show your video being received, and also echoes your audio back to you when you speak. You can access it with a meeting code of **test**.

Copyright © 2008, inSORS Integrated Communications

Tips for Low Bandwidth Users

The ig video collaboration system has a wide array of available features. Meetings containing multiple video streams require larger amounts of bandwidth. There are several options available to allow you to participate in meetings at your available bandwidth level without requiring other users to limit their capabilities. Users with lower bandwidth connections (e.g. cable or DSL) may need to adjust their settings to participate in larger meetings.

Turn off unnecessary video streams

Each video stream you close will eliminate its bandwidth load on your system and improve your network performance.

Use a less demanding conference mode to limit the content sent and/or received

When joining a meeting, you have a selection of modes available to you to limit the traffic you send and/or receive.

Make adjustments during the conference using Video Properties

You can change decrease bandwidth and/or frames per second to reduce the amount of video traffic being sent; this will assist low-bandwidth sites trying to view your video content or can be used to decrease your upstream usage. You will need to make this adjustment for each camera that is being transmitted.

Copyright © 2008, inSORS Integrated Communications

Audio troubleshooting

AudioTroubleshooting Overview

Having good audio is the most critical part of any meeting. What may seem fine for one person may not be suitable for another. Even with the comprehensive set of tools provided by the ig software, problems will sometimes arise.

Click the link for a topic below that best describes the problem you are experiencing. If none of the listed problems describe your situation, please contact technical support.

I can't hear them

They can't hear me

They hear themselves echoed back

The sound is choppy and/or stuttering

Copyright © 2008, inSORS Integrated Communications

Sound Reception

Follow these steps to check your audio setup. While performing the following steps, the other site should also refer to the sound transmission troubleshooting section.

- Make sure the checkbox next to the speaker icon in visimeet is checked.
- Verify that your listen meter is showing activity. If listen meter is active, verify sound by playing an audio file or system beep on your computer.
- Make sure that you are receiving audio from the other site by looking at their name in the visimeet window. There will be a green circle next to their name to indicate that you are receiving an audio stream from that site.
- Verify that the check box next to their name on the list is checked. Unchecking this box mutes incoming audio from that location and greys out the selected name.
- Verify that you have the correct output device specified in the visimeet Options | Audio tab.
- If problems persist, contact your site administrator and/or technical support.

Copyright © 2008, inSORS Integrated Communications

Sound Transmission

Follow these steps to check your audio setup. While performing the following steps, the other site should probably refer to the sound reception troubleshooting section.

- Verify the checkbox next to the microphone in the visimeet window is checked.
- Verify that your microphone meter is moving when you speak. This shows that the computer is receiving your voice and is attempting to send it to the other meeting participants.
- Make sure that the other person is receiving audio by looking at the center pane of the visimeet window. The circle next to your in their visimeet window name should be green if the transmission is functioning normally. If it is grey, then no traffic is being received from you.
- Verify that you have the correct input device specified in visimeet Options | Audio tab.
- If problems persist, contact your site administrator and/or technical support.

Echo

Echo is caused by sound from your speakers looping back through an open microphone. In most cases, the site that does not hear the echo is causing the echo. We strongly recommend that you use professional echo-cancellation equipment or headsets.

These tips can help you locate and eliminate echo problems:

- Have all sites uncheck the box next to their microphone in visimeet. Then, one at a time, have them turn their talk on until you hear your audio being echoed back. This will help you find the problem site.
- Move microphones away from the speakers. If a Microphone must be placed near a speaker, lower its individual input level until the echo stops.
- If the other site is using a hands-free echo cancelling device, have them try resetting the unit. This is often as simple as unplugging the power and plugging it back in, but they should refer to their equipment user manual if they are uncertain.
- If none of the above methods resolves the problem, then the user may need to uncheck their microphone and only check it when it is time to speak. Further guidance for a long term resolution to the problem may be gained by contacting technical support.

Local audio can also generate echo if Line-In is selected as an audio output source.

- Go to Start Menu > Settings > Control Panel
- Open the sound and multimedia control panel
- Select the Audio tab
- In the Sound Playback section, click on volume
- Make sure that the Mute checkbox below Line In and/or Microphone is checked. Close the window when done

Copyright © 2008, inSORS Integrated Communications

Sound Quality

There are many possible and varied sources of audio quality problems. Here are the most popular causes and some tips on resolving them:

- Look at the center pane of visimeet on the left hand side for the circle indicators beside each site. Yellow and Red indicators show that network loss exists between you and other sites. This can cause choppy audio. Try reducing the bandwidth in use by closing extra video windows.

Bandwidth Usage

Bandwidth is a measure of your Internet connection speed, typically noted in kbps, mbps or gbps. When you are in a session, the amount of bandwidth involved in receiving video is typically very high and all other bandwidth demands are very small by comparison. When received video exceeds your capacity, excess information is discarded (often referred to as packet loss, or loss) and video image quality quickly deteriorates. High loss can also impact voice quality. Bandwidth usage can be greatly reduced by selecting a different channel when joining a meeting. You can also close unwanted video windows to lower your bandwidth consumption and improve the image quality of the remaining views.

- The minimum recommended processor speed for using the full features of ig software is 2Ghz. If your processor utilization is high, or your processor is too slow, audio can become choppy. You can observe your processor utilization in the **Task Manager** by right-clicking on the taskbar, selecting Task Manager, and viewing the performance tab.
- If you are using a hands-free echo cancelling system, try resetting it. This is often as simple as unplugging the power and plugging it back in, but you should refer to your equipment user manual if you are uncertain.
- There may be problems with the audio cabling. Try using an alternate cable, or connecting it to another compatible port or another compatible device.
- We recommend using a PCI or USB sound card. Some on-motherboard sound cards generate some additional electronic noise in addition to the microphone signals, which can disrupt the conference for other users.
- If you are hearing a hiss through your powered speakers, the volume for them is set too high. Reduce the volume on the speakers until the hiss is gone, and then increase levels until the audio levels are adequate.
- If problems persist, please contact technical support for further assistance.

Copyright © 2008, inSORS Integrated Communications

Video troubleshooting

Video Troubleshooting Overview

Video content can greatly enhance the conferencing experience. The equipment and processes behind delivering video to the desktop can get complicated and sometimes problems may occur. Click the link for a topic below that best describes the problem you are experiencing. If none of the listed problems describe your situation, please contact technical support.

I can't see them

They can't see me

Video quality is poor

I see black or blue video in the window

I have multiple video projectors and/or monitors, and some of them aren't working

My displays are sometimes getting blanked out during the conference

Copyright © 2008, inSORS Integrated Communications

Not Receiving Video

Follow these steps to check your video setup:

- Check the center pane of visimeet to see if the video camera icon for the site you wish to receive is available and not grayed out. Grayed out camera icons indicate no video is being sent from that site.
- If you have multiple displays attached to the computer, make sure they are all turned on and working properly.
- Make sure there are no other windows covering your video images.
- Use the Layout interface to establish an auto-layout area for the video windows.
- If problems persist, please contact technical support.

Local video not being sent

Follow these steps to check your video setup:

- Check your **Transmit Local Video** menu option in visimeet to make sure your cameras are listed in black. Cameras listed in grey are not available, or disabled.
- If you are sending Priority Video, your camera may not display to others that are only receiving the top-priority streams.
- If you are sending video to sites that are not using ig software, they may need to check their firewall settings to make sure they are allowing the video traffic. Additional information on firewall settings is available on the support site.
- Verify that your camera is plugged in and correctly configured.
- Network problems may exist. Contact your site administrator.

Copyright © 2008, inSORS Integrated Communications

Some video display devices aren't working

- Check to make sure all of your projectors and/or monitor displays are powered on and all cables are properly connected. Use a cable that has all pins available.
- Try moving your mouse or dragging a window into the missing display area to see if it appears
- If the display device accepts multiple inputs (such as DVI and RGB, or RGB and S-Video), make sure the appropriate device is selected. You may need to refer to the documentation that came with your display for more information on this.
- If problems persist, please contact technical support.

Copyright © 2008, inSORS Integrated Communications

Some of my camera streams are showing up as blue / black / scrambled.

This may occur when there is a loose or incomplete cable connection between your camera and your computer's video capture card. Your video capture card may also be configured with the incorrect v ideo input type. It is also possible that the camera itself is faulty.

- Make sure your camera is powered on.
- Verify that you don't have any other camera's connected to your system
- Verify the connection between your camera and your computer/cube is secure.
- If another local camera is properly functioning, disconnect the cable from the functioning camera and plug into the problem camera. If the problem camera operates normally with the new cable, the other cable may be damaged.
- If color settings for all display screens are not at least 24-bit, v ideo windows may show up as grey or black.
- If you still need assistance, contact technical support.

Copyright © 2008, inSORS Integrated Communications

Display goes blank during conference

This may be caused by the screen saver and/or power-saving feature on your computer. When no keyboard or mouse activity is detected, the computer assumes you are not there and will activate the power saver after a selected delay. Laptop users may need to configure a customized power control panel supplied by the laptop manufacturer to reduce or eliminate the display timeout. Please refer to the instructions that came with your laptop.

Copyright © 2008, inSORS Integrated Communications

Camera controls aren't working

Only Pan/Tilt/Zoom cameras connected to your cube/computer via VISCA cables are controllable with igCam. If you have a different type of remote control camera, you will need to control it with its own software. This should not cause conflicts when run concurrently with the ig software.

If you do have the appropriate configuration to use igCam:

- Verify that the VISCA cables are properly connected to the cameras.
- Try using the other camera controls (remotes or buttons) to see if they respond.
- Click the reconnect button on igCam to rescan for cameras on the selected endpoint.
- Make sure no other devices (UPS, modems, etc) are trying to use the serial ports that the cameras need to function. You can change the serial ports used for igCam in ig Node Configuration, though this may require additional hardware to increase the number of serial ports available.
- If you require further assistance, contact technical support.

Copyright © 2008, inSORS Integrated Communications

The camera I select in Cam moves a different image

This is a camera indexing problem. In Cam, cameras appear in the selection list in the order they are connected to the computer. This varies slightly based on the cabling configuration.

On Windows visimeet nodes, the sequence of the cameras is managed by the camera control IDs in visimeet Options. Take note of which camera moves which image in the session. Note the order on the select camera list, the top camera will be ID 1. Then go to visimeet Options on the Windows node and rearrange the camera control IDs so they match up with the camera images.

Copyright © 2008, inSORS Integrated Communications

Other troubleshooting

I am not receiving updates to an igPix presentation

- Verify the presentation web address (URL) if you are accessing the presentation v ia web browser.
- Verify that the **Sending Capture...** box flashes on the user's screen when they click the IGPix icon.
- Make sure the web browser is set to update pages on ev ery visit to the site.
- Ask your network administrator if a proxy server is in use. It may be necessary to bypass the proxy for IGPix to function properly.
- If problems persist, contact your site administrator and/or technical support.

Copyright © 2008, inSORS Integrated Communications

Index

- A -

About Hardware 27
About IOCOM Help 5
Active Directory Authentication 13
Audio Configuration 64
Audio Equipment 28
Audio Tab (IGConfig) 18
Auto-Accept Meeting Invitation 20
Auto-Accept Meeting Request 45
Away
Away Status 46

- B -

Ban 80

- C -

Cam 24
Camera Control 59, 24
Camera Name 16
Chat 70
Conference Mode 43, 20
Contacts

- D -

Default Join Conference Mode 20
Desktop Capture 57
Dialer 65
Disable Remote Video Transmit 80
Disable Screen saver 20
Disable Video Transmit 54

- E -

Echo Issue Troubleshooting 88
Enable IGPix
Enable Instant Meetings 20
Enable Join/Leave Tones 18
Enable Sounds 20
Exiting A Meeting 49
Export Groups 43
Extend Meeting

- F -

File 67
Firefox IGWeb Configuration 79
Fit to Window 54, 57

- G -

General Tab (IGConfig) 13

- H -

H323 65
H323/IGDialer Management 80
HD 54, 16
Help Center Menu
high definition 54, 16

- I -

IG Server (UCS)
IGLicense 12
IGMeeting Tab (IGConfig) 20
IGNode Configuration 13
Ignore HTTPS 13
IGPix Desktop Snapshot 75
IGPix Dialog Snapshot 76
IGPix Progress Dialog Disable 22
IGPix Sound on Update 22
IGPix Tab (IGConfig) 22
Import Groups 43
Installation
Installing the IOCOM visimeet Client 10
Introduction To IG2 7
Invite to Instant Meeting 43
IOCOM Technical Support 8
IOCOM Video Training 6

- J -

Joining A Meeting 37

- K -

Kick 80

- L -

License Tab (IGConfig) 25
Licensing 12
Limit the Audio Codec 18

Limits 39

- M -

Manage your Meetings 39
Meeting Controls Overview 50
Meeting Limits 39
Meeting Request 45
Moderator 80
Mute Remote Audio 80

- N -

Notify when Available 43

- P -

Pan 59
Password 13
Pix 22
Powerpoint Default Display 78
Priority Video 63
PSTN 65
PTZ 59

- Q -

Quick Reference 51

- R -

Recent Callers 48
Recorder 72
Requirements 9
Resize 54

- S -

Scaling Video Windows 57
Schedule A Meeting 39
Screen saver disable 20
Selective Mode 43, 20
Sending a PowerPoint presentation 77
Sending a specific window 76
SIP 65
Statistics 62
System Requirements 9

- T -

Technical Support

Tilt 59
Troubleshooting 8
Troubleshooting Sound Reception 86
Troubleshooting Sound Transmission 87

- U -

URL Share 79
Use Secure Server 13
Use Streaming Media Proxy 13
User Management 80
Username 13

- V -

Video Equipment 30
Video Layout 56
Video Options Menu 52
Video Statistics 62
Video Tab (IGConfig) 16
Video Windows 54
Viewer Mode 43, 20
visimeet Client Overview 32
Visimeet Quick Reference 51
VoiceMeet Mode 43, 20

- W -

Web Conference Mode 43
Web Options 79
WebMeet Mode 43, 20
Whiteboard 68

- Z -

Zoom 59

Copyright © 2008, inSORS Integrated Communications
w w w .iocom.com